

Daimler Spearheads Digital Transformation with Icertis

The Icertis Contract Intelligence (ICI) platform reduces contract cycle time by 83%, marks new era of procurement for auto manufacturer.

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One of the world's biggest producers of premium cars and the world's biggest manufacturer of commercial vehicles.

Contract Intelligence Objective

A contract intelligence system that would empower it to accelerate innovation in a rapidly changing marketplace.

Solution Highlights

- Streamlined relationship with 500,000 suppliers
- Easy-to-use system accessed by 6,000 buyers
- Contract cycle time reduced from six weeks to one
- System deployed in just five months



Business Challenge

Daimler, a leading automobile manufacturer behind such iconic brands as Mercedes-Benz and the world's biggest manufacturer of commercial vehicles, needed to overhaul its procurement system to handle its tremendous growth and stay out in front in a rapidly changing industry.

Business expansion meant higher budgeting volumes, hundreds of thousands of suppliers, and thousands of sourcing personnel responsible for buying goods in the organization.

Its 25-year-old procurement system was not up to the task of managing the global complexity of the business. Onboarding new suppliers required them to go through multiple systems—including non-integrated processes for issuing RFPs, selecting suppliers and

getting them under contract, and tracking their performance against contract terms. This all created delays and distractions that took attention away from more important tasks. It was also difficult for the company to track risks and obligations in its supplier contracts.

"This made us slow and inefficient," says Ulrich Ochmann, Product Owner Contracting, New Procurement System. "And it was hard for us to identify all the risks and obligations out of our contracts."



The Solution

With the Icertis Contract Intelligence (ICI) platform, the NPS team was able to completely reimagine what was possible with contract lifecycle management (CLM).

They did so by connecting critical contract information and processes to the sourcing systems they touched, thereby spearheading an effort that improved business outcomes in ways they never imagined.

“We wanted sourcing and contracting to go hand in hand, because in procurement you start with sourcing but immediately you also start your first contracts,”

says Ochmann. “When this is joined in one powerful tool, you have everything transparent.”

Daimler saw great value in Icertis’ cloud-first, API-first approach to contract intelligence, which promised to both accelerate the sourcing process and protect the company against risk.



Results

ICI was deployed at Daimler within five months—a record for IT deployments at the company.

Today, the NPS team says it has a contract intelligence system that is easy to use and is saving its buyers precious time. Contract turnaround time has been reduced from six weeks to one, an 83% improvement. The platform has also greatly improved regulatory compliance.

“From sourcing to contracting we have gained speed. But it has also made us safer,” Ochmann says. “We have our risks transparent, we have our process transparent, and our buyers like the software. It’s easy to use.

“ICI has made us faster, stronger, and more efficient.”

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Ulrich Ochmann,
Product Owner Contracting, New Procurement System
Daimler

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With unmatched technology and category-defining innovation, Icertis pushes the boundaries of what's possible with contract lifecycle management (CLM). The AI-powered, analyst-validated Icertis Contract Intelligence (ICI) platform turns contracts from static documents into strategic advantage by structuring and connecting the critical contract information that defines how an organization runs. Today, the world's most iconic brands and disruptive innovators trust Icertis to fully realize the intent of their combined 7.5 million+ contracts worth more than \$1 trillion, in 40+ languages and 90+ countries.