



# Fully digitizing complex contract negotiation process for a Telco

*“We are impressed with how smoothly (Documill) works to create contracts and manage collaborations, and the status of ongoing projects is really clear to the user.”*

## Customer Profile

Our telco customer provides mobile and fixed connectivity, telephony, data network services, TV, streaming and global Internet of things services for consumers and enterprises. It generates more than 2.5 B€ revenues and has plus-4000 employees.

## Challenge

- Primary goal: accelerate the drafting of customized sales agreements
- Relied on a Word-based manual process, where the sales team used a single master Word document containing all the content. To prepare a customer-specific agreement, sales agents had to manually delete unnecessary sections and reorder the content.
- No automation to retrieve product pricing information from separate CPQ tool, and Salesforce data was not integrated into the offer documents
- Internal and external collaboration limited to email, with no dedicated support for streamlined communication

## Documill's Value

- Fully integrated with the customer's custom CPQ to automate the whole contract life cycle management for high-value contracts
- Templates with 100 dynamic clauses are now in a single clause library, governed by role-based access
- Teams can redline and negotiate directly, with dedicated workflows for different client segments (public sector, enterprise, SME)
- The entire contract lifecycle runs seamlessly in Salesforce

## Documill's impact

- Hours of manual work saved per contract
- Reduced errors in high-value agreements
- Easier internal and client collaboration on contracts
- Lower TCO by using a single solution for creation, negotiation, and e-signing
- Simple adoption, thanks to the “all in Salesforce” approach

## INDUSTRY

Telco

## PRODUCTS

Documill  
Negotiate

