

Conga CLM Implementation

IQVIA Overcomes Stalled CLM Implementation in 60 Days



IQVIA

IQVIA is a multinational corporation that provides information, technology, and services to the healthcare and life sciences industries. IQVIA offers a wide range of services and solutions that aim to help pharmaceutical, biotechnology, and medical device companies, as well as healthcare providers and payers, make informed decisions, including Data and Analytics, Clinical Trials, and Healthcare consulting.

Background

If there's anything that clinical trials companies know about their contracts, it's that they're complicated. Ensuring that a clinical trial proposal adheres to regulatory standards while also fulfilling the needs of clients and trial participants can take dozens of man-hours. When you're the biggest clinical trials company in the world, those dozens of hours can turn to thousands.

IQVIA had a variety of agreements, each with their own contractual and technical requirements. Contracting in IQVIA's system was entirely manual: proposal templates would be manually edited, redlined by legal and contract teams and the client, then stored in a cloud storage directory. Having no automatic version control meant users had to save each proposal draft manually, bloating storage and making final versions of a document difficult to find. Each step of the process required users to manually email the next person in the chain, delaying a proposal every time a team member needed to take a coffee break or a sick day.

IQVIA needed a contract lifecycle management system that could handle the incredibly specific needs of their business, while accelerating the contracting process and making life easier for their sales, contracting, and legal teams. They tried for 18 months to implement a Conga solution that would take care of this for them but could only manage to build infrastructure for one type of agreement. CommerceCX gave them a minimum viable product in 60 days.

Client Goals

- Revive their stalled Conga contract lifecycle management (CLM) implementation
- Eliminate human error in contract review and approvals
- Ensure 100% accurate contract terms
- Integrate external programs into core Salesforce
- Implement automatic version control

CommerceCX Comes Onboard

After working closely with IQVIA for a few weeks, we came up with a solution that automated many of the steps of their contracting process, which left more breathing room for those tasks that had to remain manual.

Our solution captured IQVIA's organizational processes into a complete CLM solution, which streamlined their process and reduced workplace stress by:

- Automating over 80% of IQVIA's CLM process, expediting contract functions like pricing updates, signature requests, and approval requests.
- Bringing all contracting teams into the system and implementing version control, allowing the teams to coordinate easily and streamline their Request-for-Proposals process.
- Working with legal to extract and standardize template clauses based on region, agreement type, etc., letting salespeople build contracts without having to check with legal every time.
- Integrating external programs like Excel, X-Author, and DocuSign into Salesforce, so users could access the functionality of all their programs from the quote or contract record.
- Splitting quoting and contracting into two parallel processes, allowing salespeople to negotiate the pricing while the proposal team worked on the contract.

Results

- A completed end-to-end CLM implementation in 14 months.
- Improved user experience with a streamlined contract analysis process.
- Automated 80% of time-consuming contract functions.
- Conserved millions of USD in annual savings.
- Ensured fast, fully compliant contract generation.

