

## Case Study

### User Requirements for Contract Management System

In today's fast-paced business environment, managing contracts efficiently is critical for ensuring compliance, reducing risks, and maintaining strong relationships with vendors and clients. XYZ Corporation, a mid-sized enterprise, faces significant challenges in its current contract management processes. This case study aims to outline the user requirements for a Contract Management System (CMS) designed to streamline the creation, management, and tracking of contracts within the organization.

## **Background**

XYZ Corporation deals with a multitude of contracts, including vendor agreements, client contracts, and internal service level agreements (SLAs). Currently, the organization relies on manual processes for contract creation and management, leading to inefficiencies and errors. Contracts are stored in various locations, making it difficult to track and manage them effectively. Additionally, ensuring compliance with legal and regulatory requirements is challenging due to the lack of automated checks and balances. Stakeholders have limited visibility into contract statuses, key dates, and obligations, further complicating the management process.

## **User Roles and Responsibilities**

To address these challenges, it is essential to understand the roles and responsibilities of the key users involved in the contract management process. The primary user roles include Contract Managers, Legal Advisors, Vendor/Client Managers, and Executive Management.

Contract Managers oversee the entire contract lifecycle, from creation to renewal or termination, ensuring compliance with organizational policies and legal requirements. Legal Advisors review and approve contract terms and conditions, providing legal guidance and ensuring compliance with regulatory standards. Vendor/Client Managers manage relationships with vendors and clients, tracking contract performance and ensuring obligations are met. Executive Management monitors contract statuses and performance metrics, making strategic decisions based on contract data and insights.

## **Functional Requirements**

The CMS must meet several functional requirements to address the needs of these user roles effectively. Firstly, the system should provide a user-friendly interface for creating and authoring contracts. Users should be able to use templates and predefined clauses to ensure consistency and reduce drafting time. For example, as a Contract Manager, the ability to create contracts using templates and predefined clauses is crucial for ensuring consistency and efficiency.

Secondly, the system should support a configurable approval workflow, allowing contracts to be reviewed and approved by relevant stakeholders. As a Legal Advisor, the ability to review and approve contracts before they are finalized is essential for ensuring compliance with legal requirements. The system should support multi-level approval workflows, track the status of contract approvals, and send notifications to stakeholders at each stage of the approval process.

Thirdly, the system should provide a centralized repository for storing and managing contracts. Users should be able to search and retrieve contracts easily. For instance, as a Vendor/Client Manager, the ability to search and retrieve contracts quickly is vital for managing vendor and

client relationships effectively. The system should provide advanced search and filter options, store contracts in a secure, centralized repository, and allow users to categorize and tag contracts for easy retrieval.

Additionally, the system should ensure compliance with legal and regulatory standards by providing automated checks and maintaining a detailed audit trail. As a Contract Manager, ensuring that all contracts comply with legal and regulatory standards is critical for mitigating compliance risks. The system should perform automated compliance checks, maintain an audit trail for all contract activities, and allow users to generate compliance reports.

Lastly, the system should provide alerts and notifications for key contract dates, such as renewal and termination dates. As an Executive Manager, receiving notifications for key contract dates is important for making timely decisions. The system should allow users to configure alerts and notifications for key dates, send notifications via email and in-system alerts, and provide a dashboard of upcoming key dates.

### **Non-Functional Requirements**

In addition to functional requirements, the CMS must meet several non-functional requirements to ensure its effectiveness and usability. Security is paramount; the system must ensure the security of contract data through encryption, access controls, and regular security audits. Data should be encrypted at rest and in transit, role-based access controls should be implemented, and regular security audits should be conducted.

Usability is another critical non-functional requirement. The system should provide an intuitive and user-friendly interface to ensure ease of use for all users. The system should follow standard usability principles, incorporate user feedback into design improvements, and provide training and support materials.

Performance is also essential. The system should perform efficiently, with quick response times for all user actions. The system should respond to user actions within two seconds, handle concurrent users without performance degradation, and undergo regular performance testing.

### **Conclusion**

The Contract Management System (CMS) for XYZ Corporation aims to address the current challenges by providing a centralized, automated, and user-friendly platform for managing contracts. By capturing detailed user requirements and addressing both functional and non-functional aspects, the CMS will enhance efficiency, reduce compliance risks, and improve visibility into contract management processes. This case study serves as a foundation for the development and implementation of a robust CMS tailored to the needs of XYZ Corporation. By embracing these requirements, XYZ Corporation can look forward to a more streamlined, secure, and effective contract management process that supports its strategic goals and operational efficiency.