

BRIEF

You meet with an Internet company ("The Client") that develops and operates many different mobile applications, including mobile games, e-commerce and digital financial services. The Client has hundreds of millions of customers globally, and are the market leader in many of the businesses they operate. This is supported by a whole suite of technology and platforms that have been developed within the company.

SCOPE

The Client needs to get into thousands of legal contracts every month for different purposes and different countries. Examples of contract types including but not limited to Non-disclosure agreement, Purchase, Professional services, Lease, Marketing etc. It is a lengthy & complex process which requires different levels of approvals for different profiles of contract. Currently this approval process is managed via email / internal chat. It is challenging to keep track of where we are in the process and put in control to make sure timely & correct actions have been taken to minimize the risk for the company. The Client is interested to build up a system to help with managing the contract request process.

The important roles involved in the process are

- Business Requester - Owner of the contract request, responsible to provide the background & justification of the request
- Business Owner - Responsible to review and confirm the validity of the contract requests and engagement T&C with the counterparty
- Legal - Responsible for drafting the contract to ensure its compliance and legally sound.
- Contract Admin - Obtain the right level of approval for the requests and ensure proper achieving of the documents
- Finance & Tax - Responsible for evaluating the finance & tax implications of the contract request
- Signatory - The legal representatives of the company who are authorized to sign the exact contract documents

These are a few mandatory system functions that the Client is expecting:

- **The system should help the legal team to build up an inventory of contract requests which enables the team to manage the portfolio more efficiently.** For example, a contract request will have certain critical attributes that are important to define the nature of the contracts.
 - Signing entity,
 - Counterparty name,
 - Business,
 - Contract Type

- Contract Value
- Region
- Effective Date
- Termination Date
- Background & Purpose
- Counterparty Contact Information
- Authorized signature
- **The system should be accessed by authorized users only for their authorized functions.** For example, a business can initiate the request and view his own request but can not access another individual's request by default. Finance team can approve the request as a Finance controller but not as a business user.
- **The system should provide a structured workflow function to ensure right users are prompt to action on the request for the right time.** For example, users need to be notified when it is their turn to action. Contract request admin should be able to identify those long outdated requests and chase the action owner accordingly.
- **The system should give users a good level of flexibility given the fast growing of business and evolving changing needs of data points to be tracked.** For example, the business type may not be limited to Game & E-Commerce, it may extend to Digital Finance and future businesses etc. The list of attributes tracked in contract requests may expand as well. E.g. Users may want to track Renewal dates for those contracts that are recurring in nature.
- **The system should be able to enforce the necessary control defined by the process manager of the contract admin team to ensure standards are followed for compliance reasons.** For example, attributes deemed important by Legal (like Signing Entity) should be compulsory. Only certain named people can be authorized signatory for a particular entity. Contract with monetary value must be approved by Finance. Contract values above a certain threshold need to be approved by more senior roles.