

Scenario Guide – Contract Management

Alfresco Workdesk 4.1.1



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Introduction

Alfresco Workdesk focuses on recurring processes like insurance claims, banking files, loan files, and so on. Thousands of electronic files and processes are repeatedly processed by employees and clerks daily. Alfresco Workdesk focuses on structured Enterprise Content and Business Processes Management. Alfresco Workdesk is the best choice for these types of recurring processes and can be configured in the appropriate business context.

This document guides you through the Green Energy Contract Management scenario, a ready-to-start solution based on Alfresco Workdesk's technology.

 **We recommend that you use a Windows environment and Internet Explorer 9 or 10 for this scenario.**

One of the main features of Alfresco Workdesk is the capability to configure different business applications.

The Contract Management Solution is only one possible solution beside thousand other possible ones in other business contexts like

- Insurance files for maintaining contracts per insurance customers
- Mortgage Application
- Application files in a governmental organization
- Etc.

The Contract Management Solution is a configured solution, which can be taken from customers for immediate use without large efforts. Customers can configure and define their own contract types and templates and can start creating and managing contracts. A real benefit is that even business administrator can define and configure their contract application without the need of IT support.

Objective is

- never lose the overview of your contractual situation
- easy and fast creation of contracts
- simple and fast approval processes, supported by Contract Management solution
- always have contract relevant content structured and available
- never lose money on missing cancelations
- keep overview of contracts by using report capabilities
- easy administration even from business administrators

User Story

Green Energy is a company which purchases, operates and maintains windmills. Those windmills are located across the world and are built and maintained by Green Energy. The owners could be different from investors to private or public communities.

In all cases Green Energy overtakes the responsibility for an accurate operation. Green Energy has a big partner network of field workers, which are ordered by Green Energy to fix and repair the windmills in case of issues.

For all this processes from purchasing a windmill, acquire investors and repairing and maintaining windmill, a lot of contracts are necessary.

In this scenario Green Energy decided to purchase a new windmill

Roles

One of the very powerful features of Alfresco Workdesk is its Business Role Management. Different users and groups have different responsibilities and jobs. Therefore, it is important to deliver and provide only what they require for their daily business. Not less but also not more. Focusing on the business is the main objective of Alfresco Workdesk. Not just providing a universal UI for everyone, but exactly what a business user needs.

Depending on the business role, the user gets a user interface in the respective flavor.

In this scenario we're focusing on three roles.

Contract Manager

The Contract Manager is responsible for managing all different types of contracts and keeps the overview of contracts.

He creates contracts, manage and create relevant contract, mainly based on templates. In this scenario the Contract Manager creates a new contract for purchasing a new windmill and collect information about the possible windmill. Based on a template he creates a Request for Proposal and sends it to a windmill vendor.

The windmill vendor, called Hurricane Windmills, will send a contract back via mail.

The Contract Manager will store the sent contract in its corresponding contract file and starts a workflow for getting an approval by the Legal Department.

As a last step for this contract, the contract will be signed and sent back to the vendor to complete the contract process.

To be able to keep the overview of cancelation periods of contracts, the Contract Manager can access different reports, e.g. contract status, cancelation periods, etc.

Legal Department

The Legal Department user has a very simplified user interface, as he is just responsible for approving or rejecting contracts. To focus on this job and avoid “noise” of non-relevant content, he has just available an Inbox, which lists contracts for approval.

Contract Administrator

The Contract Administrator is represented through a business user with administrative tasks.

He's able to define contract templates, which can be used instantly by his colleagues in the contract departments.

He can define the contract templates, predefine required folder structures, add document templates for usage and even can specify the required properties of the contract in the according contract context.

Scenario

This document guides you through the scenario and highlights also possible extension points for contract management, which are not necessarily part of this scenario, but which would be part in a productive environment.

Contract Management

The Contract Manager maintains many different types of contracts and controls reports.

Use the following user to log in into Alfresco Workdesk:

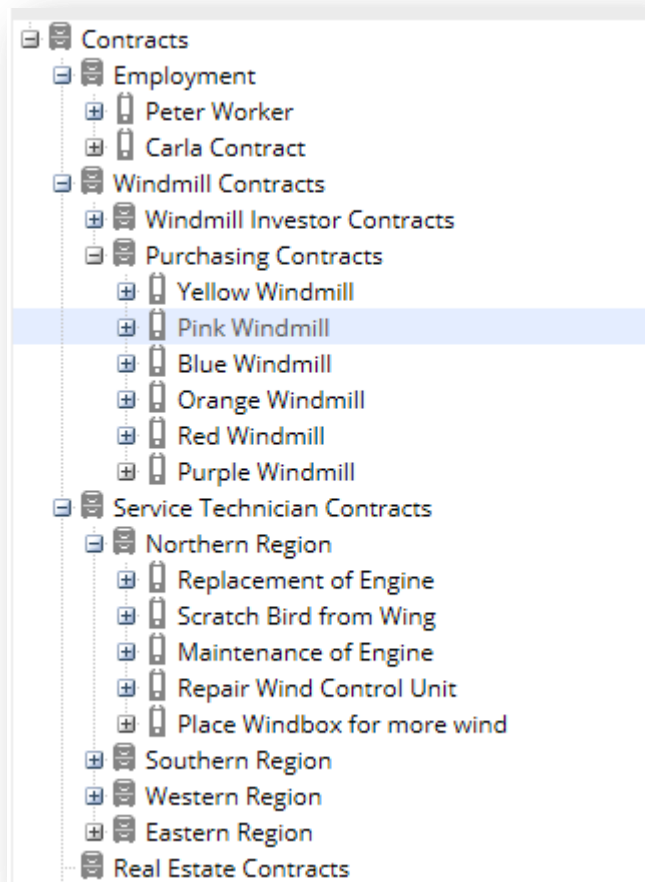
User: **ccm** **(Contract Manager)**

Password: **abs**

The Contract Manager has all required tools available for a proper contract management.

Browse Contracts

The first view is Browse Contracts, which allows browsing through all created contracts.



⚠ In a contract management solution a contract is not represented by a single document, because a contract consists of more than just a signed document, but also of terms and conditions, contract partner, contacts, offerings, discounts, proposals, request for proposals, product information, etc. Therefore a contract is represented by a folder structure containing all those artifacts as shown in the picture above.

This structure is dependent to customer requirements. As shown above the contracts can be structured very flexible.

Optional:

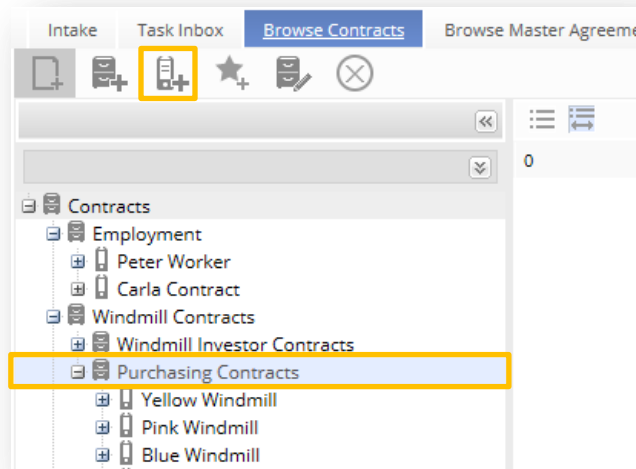
As an alternative the user can also use the search for finding a specific contract and is not necessarily required to browse through all contracts to find the one.


The screenshot shows the 'Search' tab in the Alfresco Workdesk interface. The top navigation bar includes 'Intake', 'Task Inbox', 'Browse Contracts', 'Browse Master Agreements', 'Search' (highlighted), 'Reports', 'Contract', 'Contract Partner', 'Settings', and 'Feedback'. On the left, a sidebar contains a search icon and the following options: 'Find Contract Documents', 'Find Contracts' (highlighted), 'Find Contract Partners', 'Find Master Agreements', and 'Result List'. The main search area on the right contains the following fields and controls:

- 'Contract ID is equal:' followed by a text input field.
- 'Name is like:' followed by a text input field.
- 'Contract type is equal:' followed by a dropdown menu.
- 'Contract status is equal:' followed by a dropdown menu.
- 'Created By is equal:' followed by a text input field.
- 'Creation Date between:' followed by two date pickers separated by a minus sign.
- 'Last Modified Date between:' followed by two date pickers separated by a minus sign.
- 'Maximum number of results' set to '200' in a text input field.
- 'Search' and 'Reset' buttons at the bottom.





Contract Creation


Now since Green Energy decided to purchase a new windmill, the Contract Manager will create a new purchasing contract, based on a template.



- Browse to Purchasing Contracts and select the folder
- Use  icon to create a new contract

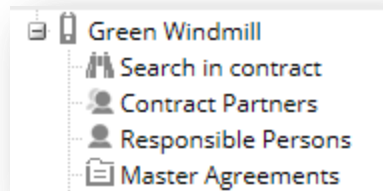
A dialog opens, which offers different contract templates. Those templates can be defined by a business administrator, as described later in this scenario.

Contracts					Browse Master Agreements	Search	Reports	Contract	Contract Partner	Settings	Favorites
7					Name						
					Description						
➡	1		Employment Contract								
➡	2		Purchasing Contract			Template for Windmill Purchasing					
➡	3		Investor Contract			Template for Windmill Investor					
➡	4		Service Contract			Service Technician Order Contract					

- Select the Purchasing Contract template by clicking on the arrow  in front of the template name
- Provide the properties for new purchasing contract and finish with Save

Optional:

The contract structure also contains folders for contract partners, contact persons and master agreements.




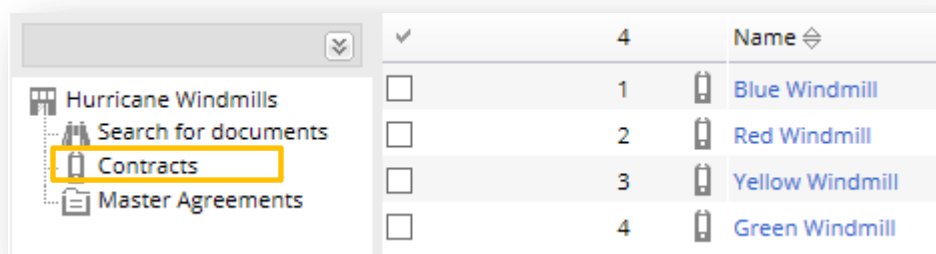
In those folders references of other objects can be added, e.g. the contract partner like the windmill vendor.

- Select the folder Contract Partners
- Use  icon to add a contract partner
- Click on “select contract partner”
- Select a contract partner like Hurricane Windmills by clicking on 
- Click on save to finally add the contract partner

Now between the contract and the contract partner a reference is set. If one clicks on the contract partner, its details can be viewed and also which other contracts are referenced with this contract partner.

That information are stored in the ECM System, but in a productive environment can also be located in a CRM system.

- Click on the contract partner by clicking on 
- Select the contracts folder as shown in following picture



This view shows all referenced contracts. From there it is also possible to navigate into the other referenced contracts.


This feature is the key to keep overview of the references between companies, partners, persons and contracts.

Office Workdesk

The Request-for-Proposal document is a template, which has to be filled out by the Contract Manager.

- *Open document through Office Workdesk by clicking on *







Now the Contract Manager can fill out the template. A real benefit is that Contract related properties are written into the document as here the Contract ID and Status.



 **It's even possible to provide predefined and e.g. by a lawyer already approved paragraphs in the document, which are retrieved from the system.**

- *Set the Status property from “New” to “Sent”.*
- *Close and save the document*
- *Refresh folder view in Workdesk*

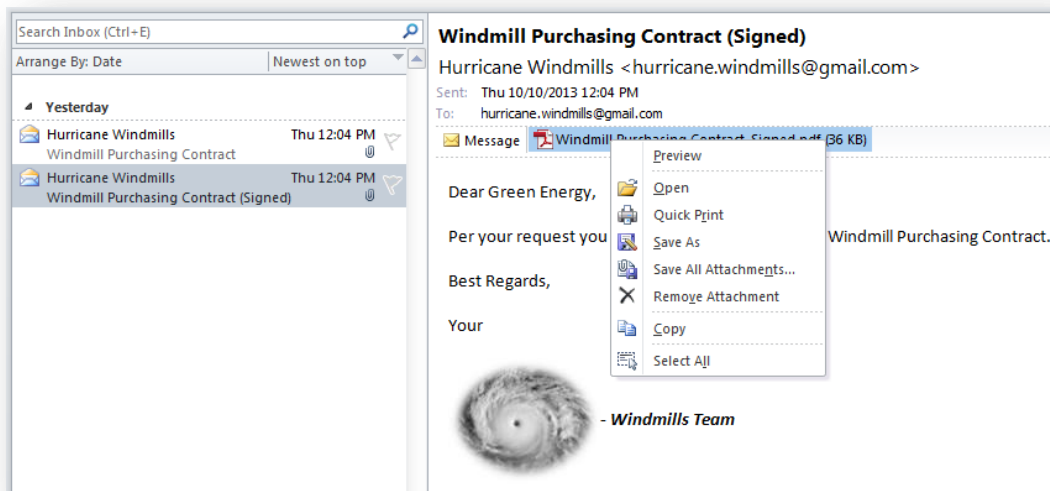
Based on the status change, a rule is executed which transform the Word document into a PDF document.

2		Name	Date Created
	  	(0.2) Request-for-Proposal.docx	10/11/2013 11.51
	  	(1.1) Request-for-Proposal.pdf	10/11/2013 13.35

⚠ In a productive environment a rule would/could be executed, which also would, beside transformation into a PDF, send the document automatically to a vendor.

Now we assume that the next steps would be getting an offering from the vendor, several correspondences would take place, etc. In this scenario we skip this process and expect directly a contract from the vendor for purchasing the windmill.

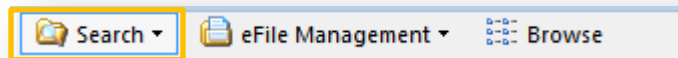
The Vendor sends the contract via mail, so the attached contract has to be stored into its corresponding contract. For this again we will use Office Workdesk.



⚠ This only works with MS Outlook. If you don't have MS Outlook available, use the Drag & Drop feature of Alfresco Workdesk to add it into the corresponding contract.

- Do a right-click on attachment to save it
- Connect to Office Workdesk by typing the following URL into the File Name field and press enter:
http://{server_url}:8080/officeworkdesk

- If an authentication window appears, use user “ccm” and password “abs”.
(Authentication might appear twice)
- After that the Office Workdesk interface appears.
- Select the search template “Find Contracts” from the search tab in the top



- Set as search criteria “Contract Type = Purchasing Contract” and execute search

findContractFolder.xml

Contract ID is equal:

Name is like:

Contract type is equal:
Purchasing Contract

Contract status is equal:

Created By is equal:

Creation Date between:

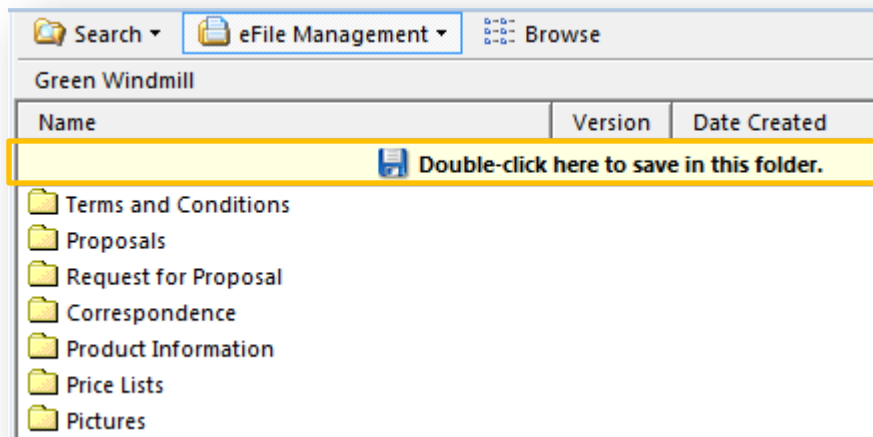
Last Modified Date between:

Maximum number of results: 50

Search Reset

- Select from the result list the just created contract

- Do a double click in the top bar to create a new document



- Afterwards you can provide optional metadata
- As last step click on Finish and Save to store document in corresponding contract

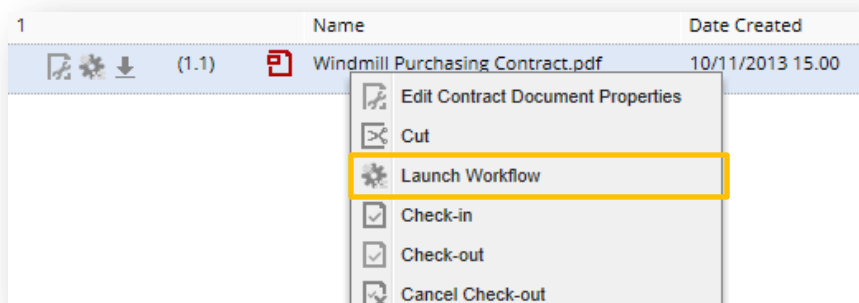
Now the contract is located in its respective contract.

Approval Workflow

Now as the contract is located in its respective contract, the contract document has to be approved by the Legal department.

For this the Contract Manager starts a review process for the Legal Department.

- Navigate to respective contract in Workdesk
- Do a right click on purchasing contract and start workflow



- Select the appropriate workflow “Legal Approval (Contract Management)”

- *Fill out the form*

Approval

Description:
Comment

Please provide all details that are needed for your request

Please review and approve the attached contract

Percent Complete
0 %

Attachment:

	1			Name
<input type="checkbox"/>	1			(1.1) Windmill Purchasing Contract.pdf

- *Click on Launch to start approval workflow.*

Legal Department

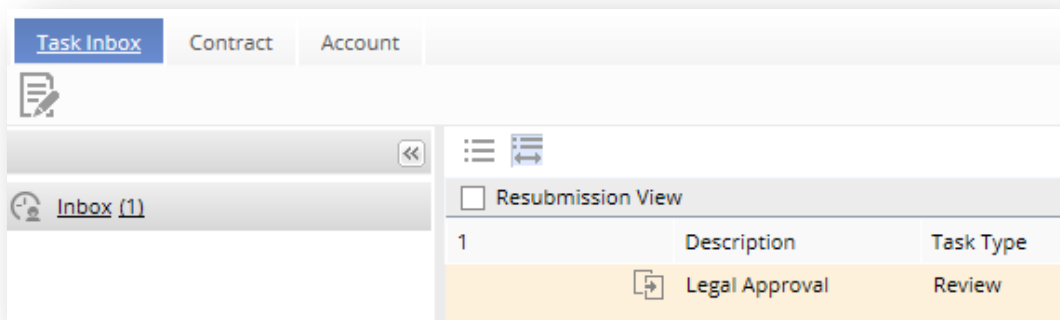
The Legal Department is responsible for approving or rejecting contracts, so we continue with workflow


Approval Workflow

Now we have to change the role to the Legal Department

- *Logout and login with following user*
 - **User:** *sle (Legal Department)*
 - **Password:** *abs*

The Legal Department has a very simplified user interface with only the real need functions for reviewing and approving contracts.



- Process the workflow by clicking on  icon

A dialog opens which provides an overview of the contract for approval. First he sees who has started the workflow, when, and of course his comments.

He can now open the purchasing contract to review the document.

It's very important to have also the context of that purchasing process available. Therefore he's able to call also the corresponding contract.

Legal Approval - Review the Request

Description

Requested by:

Comment

Status

Percent Complete

Attachment:

Decision

Please check the request and approve or reject it:



ccm


Carla Contract
10/11/2013 16.24
Please review and approve attached purchasing contract.

To be verified

50 %

✓ 1 Name ↕

☐ 1  (1.1)  Windmill Purchasing Contract.pdf




Approve

Save

Complete

- Open the document by clicking on document mime icon


- For calling the corresponding contract, click on 
- Check the context of the contract file
- Go back to Task Inbox
- Provide a result
- Provide the decision by selecting Approved
- Complete workflow

Contract Management


The Contract Management continues and finalizes the approval workflow

Workflow

The Legal department has already finished the job and now the contract is ready for signature. This is part of the Contract Manager

- Logout and Login as following user
 - **User:** **ccm (Contract Manager)**
 - **Password:** **abs**
- Go to Task Inbox and open process by clicking on  icon

Now the Contract Manager gets the result and sees who has approved this contract.

 **In a productive environment probably a digital signature component would be integrated, like DocuSign or other, to complete the signature process and automatically send back the signed contract.**

The contract lifecycle is completed from the creation to signing the contract.

Optional:

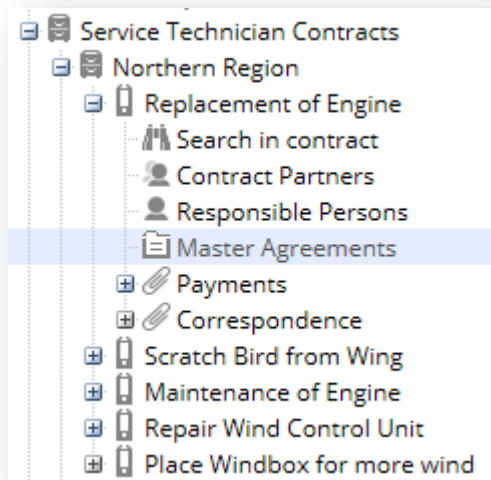
Quite often in contract management there are master agreements between companies, which are dealing frequently.



Those references between master agreements and contracts are easily supported by contract management solution.

For setting up the purchased windmill, Green Energy requests a service company to do so.

- *Navigate to Browse Contracts area*
- *Navigate to Service Technician contracts and expand a specific contract*

- *Select the Master Agreements folder*



- *Add a master agreement by using  icon*
- *Use the Select Master Agreement button to select a master agreement*
- *Select a master agreement by clicking on *
- *Finally click on save to add master agreement to contract*

Now a reference between this specific contract and a master agreement exists. Such references can also set between contract partners, contacts or other relevant objects.

Reporting

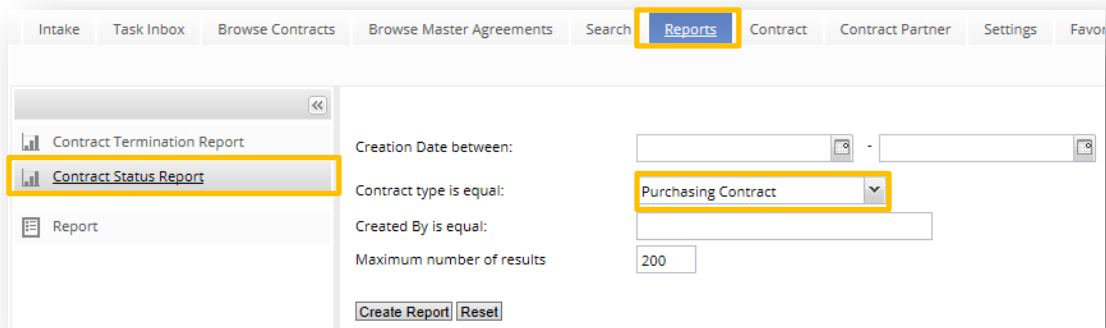
Another important task of Contract Management is reporting.

Workdesk provides basic report capabilities, which will be even extended with upcoming versions of Workdesk. The provided reports allow keeping the overview of the contracts and getting statistical information. If more extended reporting capabilities are required, it makes more sense to integrate already established and maybe even used reporting engines into the system.

The objective is to get an overview of contract status, so how many contracts were created, how many are in pending status and what contracts were signed.

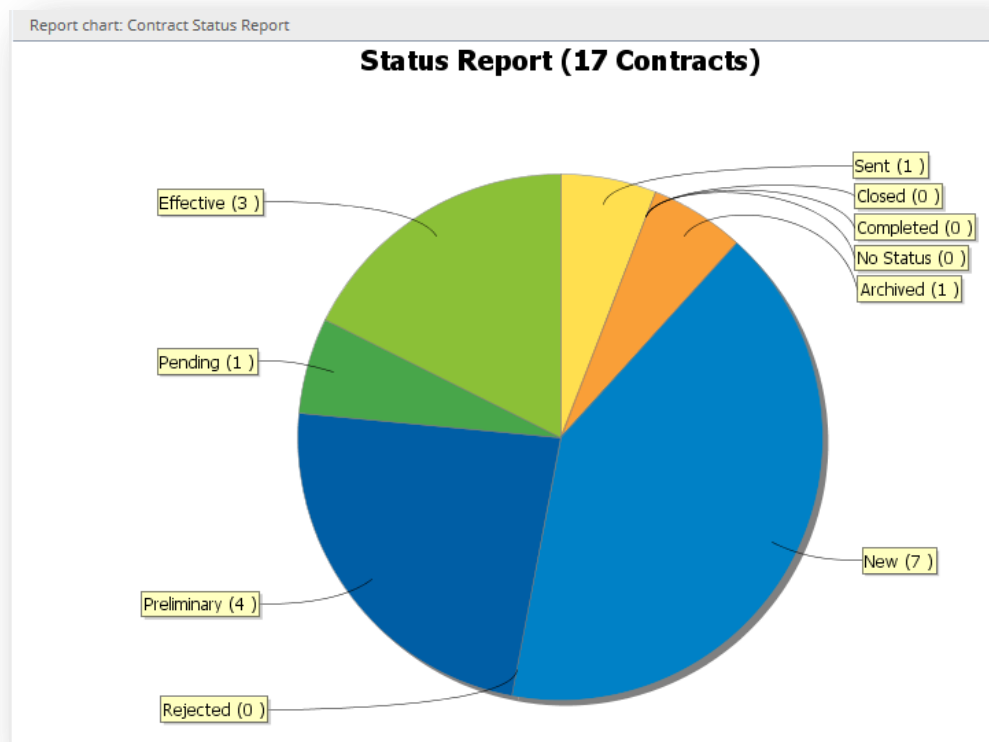
In this scenario we want to know that facts about the Purchasing Contracts.

- *Navigate to Reports*



- *Select the Contract Status Report on left side*
- *Set as search criteria Purchasing Contract*
- *Click on Create Report*

The report shows according a pie chart the contract status of all found purchasing contracts.



For reporting not always a graphical diagram makes sense. A very common use case is having a list of contracts, which are terminable within an upcoming period.

For this a list report exists, which shows Employment contracts, which are running out the next time.

- *Select on left side Contract Termination Report*
- *Set search criteria Contract Type to Employment*
- *Click on Create Report*

Contracts terminable next 3 month (11/14/2013 - 01/14/2014)				
1	Name	Contract status	Contract type	Valid From
1	Harry Human	Effective	Employment	12/15/2012 00.00
Contracts terminable next 6 month (01/14/2014 - 04/14/2014)				
2	Name	Contract status	Contract type	Valid From
1	Martin Manager	New	Employment	02/15/2011 00.00
2	Carla Contract	New	Employment	02/15/2011 00.00
Contracts terminable next 12 month (04/14/2014 - 10/14/2014)				
1	Name	Contract status	Contract type	Valid From
1	Stefan Legal	New	Employment	08/14/2013 00.00

A list report is returned of all Employment contracts, which are ending in upcoming time.

Reports can be configured, based on templates, very similar to the known search templates of Alfresco Workdesk, so basically those reports are searches with consolidated search results and represented by a graphical diagram. Beside the available pie chart also other diagram types are available like column charts.

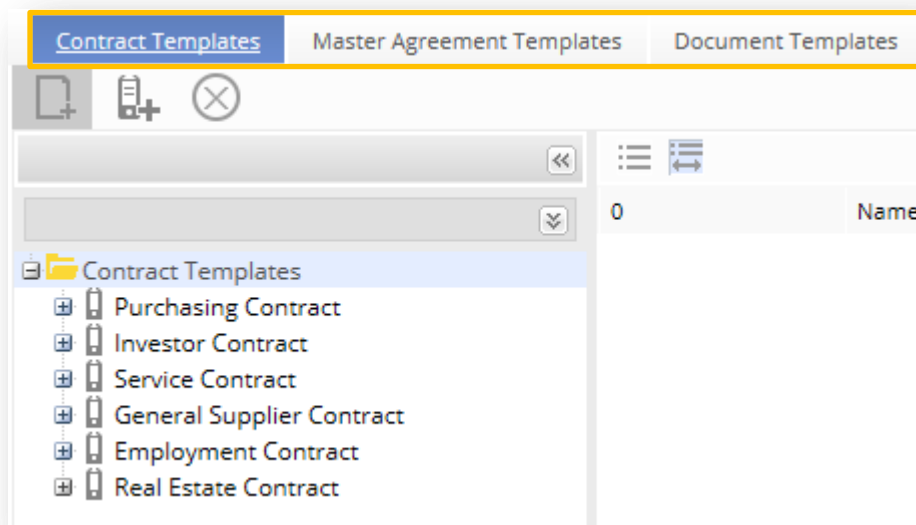
Beside the powerful configurability those reports offers a good starting point but can even be extended, if required.

Contract Administration

The contract administrator is responsible for creating and providing contract templates and provides them to the specific business departments. A big benefit of this contract management solution is that even non-technical business administrators are able to configure such contract, master agreement and document templates through the user interface.

- Use the following user to log in into Alfresco Workdesk:
 - **User:** **cmgadmin** (**Contract Administrator**)
 - **Password:** **abs**

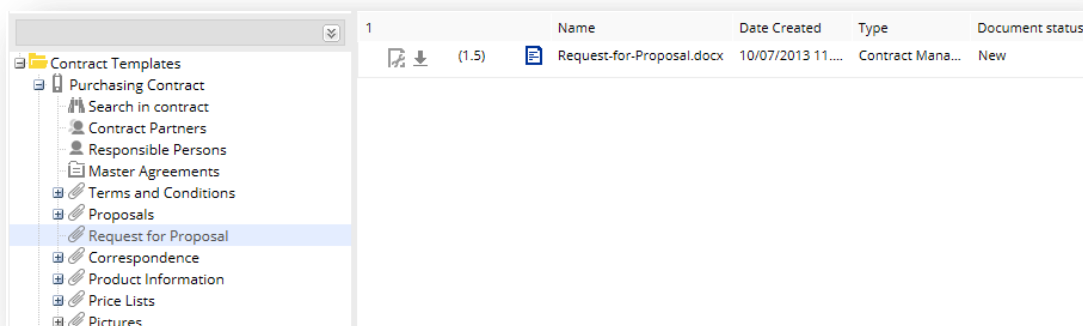
The user interface provides areas for maintaining contract and master agreement templates as well as contract document templates.



A contract template consists of

- custom properties, selected by the business administrator
- predefined folder structure
- prepared document templates
- predefined references
 - o master agreements
 - o contacts / responsible persons
 - o contract partner

All this can be prepared in the contract template.

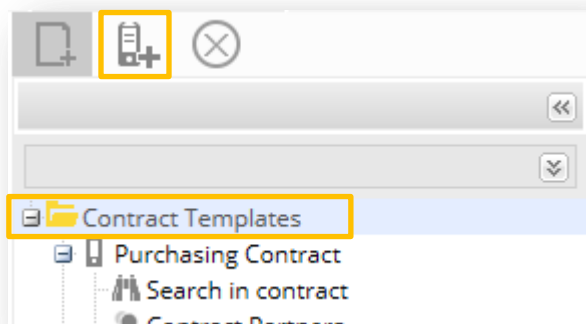


In this scenario we want to focus on creating a new contract template for Real Estate. A windmill can only be built at places, which owns us or Green Energy leased an area for windmill.

In such a Real Estate contract a leasing or purchasing of an area is noted.

The First step of creating such a contract template is to collect all required properties, required for the contract.

- *Select the Contract Templates folder and click on icon to create a new contract template*



- *Select all required properties in the next view. For real estate select properties as shown in following picture. Add them by clicking on right arrow*

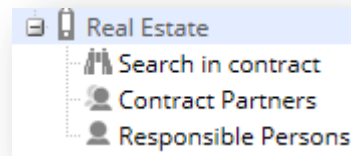
The screenshot shows a two-panel interface for selecting aspects. The left panel, titled 'Available Aspects', contains a list of properties grouped under three categories: 'General Aspects' (Start Date, Cost Center, Underlying Master Agreement, Confidentiality, Notes, Employment Details, Windmill Type, Penalty, Name), 'Amount Aspect' (Fixed amount), and 'Period Aspect' (Period Fixed). The right panel, titled 'Selected Aspects', contains a list of properties grouped under three categories: 'General Aspects' (Object of Agreement, Surety Bond, Region), 'Amount Aspect' (Periodic Amount), and 'Period Aspect' (Period Infinite). A yellow box highlights the right-pointing arrow between the two panels, indicating the action to move a property from available to selected. A 'Next' button is located at the bottom left of the 'Available Aspects' panel.

- *Complete the step by clicking on next*
- *In the next step you can predefine properties as they can used for a new contract*


The screenshot shows a contract form with three main sections: 'General', 'Amount', and 'Agreement Dates'. The 'General' section includes fields for Name (Real Estate), Description (Contract for leasing or buying ground), Contract ID (Template-20131015-65), Contract type (Real Estate Contract), Contract status (New), and Expiration Date. The 'Amount' section includes fields for Amount, Currency, and Payment Period. The 'Agreement Dates' section is currently collapsed. The form is designed with a clean, modern look using a light gray color scheme.

- *Complete step by clicking on save in the bottom.*

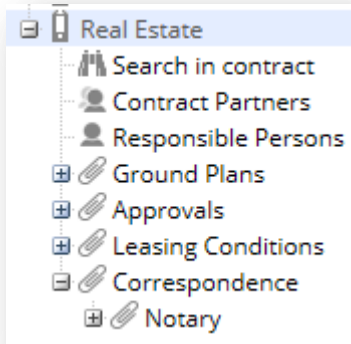
The new contract template has been created



Now we need some subfolders for this contract.

- Use  icon to create following subfolders
 - *Ground Plans*
 - *Approvals*
 - *Correspondence*
 - *Notary*
 - *Leasing Conditions*



Now we have created a contract template with a predefined folder structure





In the next step we can add some document templates in the folders, which can be instantly be used by the contract manager, if he creates a new contract.

- *Add some documents into folder*

Additionally we can already add a master agreement, responsible persons or contract partners

- *Select Contract Partners*
- *Add a contract partner by using  icon*
- *Click on Select contract partner*
- *Choose a contract partner by using *

Now the new contract template is complete and can be used from now by the contract manager.

- *Logoff and login as following user:*
 - *User: ccm (Contract Manager)*
 - *Password: abs*
- *Navigate to Browse contracts and Real Estate folder*
- *Use  icon to create a new contract*
- *Select contract template Real Estate by clicking *
- *Fill out remaining properties and create contract*

This shows it's very easy also for non-technical users to manage through the user interface the contract management solution.