Magic Quadrant for Contract Life Cycle Management

10 November 2025 - ID G00823642 - 49 min read

By Kaitlynn Sommers, Kerrie McDonald, **and 1 more**

Organizations are pursuing cross-functional CLM strategies, leading to new investment or replacement of current CLM solutions that don't meet their enterprise requirements. Procurement technology leaders can use this research to understand the vendor landscape and select a suitable CLM vendor.

Market Definition/Description

Gartner defines contract life cycle management (CLM) market as a solution that proactively manages contracts from initiation through negotiation, execution, compliance and renewal. In this context, a contract is any agreement or contractual document containing rights and obligations that affect an organization now or in the future (e.g., a nondisclosure agreement).

CLM solutions allow organizations to create, negotiate and store contracts in a centralized repository. Using these solutions helps mitigate organizational risk by enabling regulatory and policy compliance, providing governance over what is signed and with whom, and role-based access to terms and obligations with third parties. CLM solutions drive visibility, consistency and efficiency in the contracting process across an enterprise. Use cases are primarily aligned to parts of the process, such as presignature and postsignature. Different departments often prioritize a certain use case based on their involvement in the contracting process.

Mandatory Features

The mandatory features for the CLM market enable the user to:

- Request a contract

- Create a contract

- Manage the negotiation and approval workflow

- Store contracts

- Search contracts

- Report on contracts (e.g., metadata, obligation and compliance management)

- Update or renew a contract

Common Features

The common features for the CLM market enable the user to:

- Automate contract data extraction (e.g., to support digitization of legacy and third-party-generated agreements)

- Conduct advanced analysis (e.g., automated contract review and risk scoring)

- Summarize agreements or retrieve contract data through the use of chatbots

- Automate contract clause suggestions and redlines

- Electronic signature

Magic Quadrant

Figure 1: Magic Quadrant for Contract Life Cycle Management

CHALLENGERS

LEADERS

CobbleStone Software

Conga

Docusign

Sirion

Ironclad

Agiloft

Malbek

GEP

Icertis

Ivalua

ContractPodAi

Coupa

Workday

LinkSquares

JAGGAER

IntelAgree

ABILITY TO EXECUTE

NICHE PLAYERS

VISIONARIES

COMPLETENESS OF VISION

As of October 2025

© Gartner, Inc

Gartner

Vendor Strengths and Cautions

Disclaimer: Although Gartner research may include references to related legal issues, we do not provide legal advice or services, and our research or guidance should not be construed or used as a specific guide to action. We encourage you to consult with your legal counsel in considering and applying the advice and recommendations contained in our research.

Agiloft

Agiloft is a Leader in this Magic Quadrant. Its product, Agiloft Contract Lifecycle Management platform, has approximately 1,000 customers, with about 900 live on its

current version. Users include legal (30%), procurement (50%), sales (10%) and others (10%).

Agiloft's CLM solution bases its R&D and support staff remotely across the U.S., Canada, Europe and Asia. Its customers span all market segments, with a concentration in midsize and large enterprises. Its top three verticals are healthcare, business services and manufacturing. Agiloft increasingly uses partner-led implementations. Its product roadmap includes agentic architecture and workflows, natural language search, and additional AI playbooks (Screens) and agents (Prompt Lab).

Strengths

- **Market Understanding:** Agiloft demonstrates a strong understanding of end-user challenges, collaboration with customers and evolution of buying behaviors. Its vision for the evolution of CLM includes AI-driven intelligence that will anticipate actions combined with agents to execute and frictionless integration of contract data with enterprise systems.

- **Product:** Agiloft has strong product capabilities across both core and advanced contract analytics features. The acquisition of Screens in January 2025 accelerated its automated contract review capabilities.

- **Offering (Product) Strategy:** Agiloft offers many deployment models, is noted by customers for its configurability and integrates with many enterprise applications through an embedded iPass solution. It partners with OpenAI and Anthropic for native AI features, and supports a limited, bring-your-own-LLM approach to creating AI agents using its Prompt Lab feature.

Cautions

- **Customer Experience:** Agiloft had a customer retention rate of 95% during the evaluation period. Feedback from Gartner client inquiries and Peer Insights reviews is mixed, with customers citing varied experiences with implementation and configuration, customer support, and AI maturity.

- **Geographic Strategy:** Agiloft's core markets remain North America and Europe, with a primary focus on U.S./Canada, U.K. and EMEA organizations doing business in English. It relies on partners for broader international expansion. This approach, coupled with limited resources outside the U.S. and low nondomestic revenue, is a consideration for organizations operating outside these regions.

- **Vertical/Industry Strategy:** Agiloft's approach to CLM is largely industry-agnostic. It is present in multiple industry verticals, but lacks packaged, industry-specific configurations (except for healthcare). The vendor has not yet attained FedRamp authorization.

CobbleStone Software

CobbleStone Software is a Challenger in this Magic Quadrant. CobbleStone Contract Insight Enterprise Edition has approximately 1,700 customers, with about 1,600 live on its current version. Its organizational users include legal (50%), procurement (34%), sales (8%) and others (8%).

CobbleStone Software bases its CLM R&D and support staff in the U.S. Most of its customers are midsize enterprises in its top three verticals: healthcare, government and pharmaceutical. CobbleStone Software primarily leads its own implementations, but does offer partner implementation options. Its product roadmap includes AI agents, enhanced Microsoft 365 add-ins and an improved vendor/client gateway.

Strengths

- **Offering (Product) Strategy:** CobbleStone Software offers multiple hosting options, including public and private cloud, along with perpetual licenses on-premises. CobbleStone Contract Insight Enterprise Edition is now available via Google Marketplace, and is expanding to include an application marketplace where users and partners can post and share solutions.

- **Sales Strategy:** CobbleStone Software demonstrates a strong, multifaceted sales strategy with a clear and consistent target customer approach. It also emphasizes flexible product packaging that enables customers to buy only what they need when they need it.

- **Vertical/Industry Strategy:** CobbleStone Software provides a wide range of industry-specific configurations for its key customer verticals. Its industry presence has a wide breadth, with particular concentration in public sector, healthcare and pharmaceutical.

Cautions

- **Market Understanding:** CobbleStone Software's understanding and articulation of end-user challenges and market evolution in a three- to five-year period lags behind the market, especially regarding GenAI and modular CLM platforms. This is key to shaping mid- to long-range company vision and strategy.

- **Customer Experience:** CobbleStone Software reports retention rates that are below average based on both annual contract value and customer logos. Gartner Peer Insights reviews and client inquiries reflect mixed customer experience, with challenges focused around product capabilities such as search.

- **Innovation:** The vendor's near-term roadmap lags behind market leaders. While its plans include additional prompt-suggested, AI-assisted capabilities via VISDOM (its virtual assistant) in 2025, CobbleStone Software's high-impact AI agent use cases are planned for 2026.

Conga

Conga is a Challenger in this Magic Quadrant. Conga CLM has approximately 550 customers, with about 100 live on its current version. Its organizational users include legal (30%), procurement (10%), sales (40%) and others (20%).

Conga bases its CLM R&D and support staff in the U.S., Canada and India. Most of its customers are large enterprises, but it also serves midsize and small organizations. Its top three verticals are healthcare, high tech and financial services. Conga primarily leads its own implementations. Its product roadmap includes Discovery AI model improvements, Contract Copilot enhancements, and streamlined intake and third-party paper processing for buy-side contracting.

Strengths

- **Customer Experience:** Gartner client inquiries and Peer Insights reviews reflect a positive customer experience, citing Conga's ability to streamline and automate the contract process. It also has above-average customer retention rates.

- **Geographic Strategy:** Conga's primary customer presence is in North America and Europe, but its plans to scale its footprint in the Asia/Pacific region and the Middle East and North Africa in 2025 and 2026 indicate strategic international investment. The vendor is also actively increasing its number of sales, marketing and customer success employees in key international markets to increase CLM sales.

- **Sales Strategy:** Conga's sales strategy focuses on enterprise and midmarket organizations and is supported by a larger-than-average sales team. It leverages dedicated, in-house vertical expertise and partnerships to target specific sectors like

financial services and healthcare and life sciences. Conga offers a proof of concept during the sales process, a practice that is becoming more uncommon across vendors.

Cautions

- **Executive Turnover:** Conga's C-suite membership changed significantly over 2024 and into 2025, with new leaders in its CEO, chief product officer and chief revenue officer roles. Changes like this frequently impact a company's strategy and product development.

- **Offering (Product) Strategy:** Conga's product strategy and delivery model with additional hosting options continue to evolve, but it remains unclear whether these options deliver functional parity and the same positive customer experience as the longstanding Salesforce-hosted solution.

- **Market Understanding:** Conga's description of current end-user challenges is simple, focused on obligation tracking for procurement and slow deal velocity and fragmented workflows for sales and legal teams. This lags behind market leaders.

ContractPodAi

ContractPodAi is a Visionary in this Magic Quadrant. ContractPodAi CLM has approximately 370 customers, with nearly all live on its current version. Its organizational users include legal (11%), procurement (37%), sales (31%) and others (21%).

ContractPodAi bases its CLM R&D and support staff in the U.S., Europe and India. Most of its customers are midsize enterprises. Its top three verticals are manufacturing, banking and securities, and insurance. Implementations are mixed, but primarily partner-led. Its product roadmap includes the deployment of procurement agents (i.e., vendor onboarding, compliance monitoring), advanced obligation management and tariff agents.

Strengths

- **Innovation:** ContractPodAi is transitioning to an agentic platform, first launching an agentic AI version of Leah to orchestrate specialized AI agents for all stakeholder groups, such as a contract review agent, DORA compliance agent and obligation management agent. By late 2025 and 2026, the platform aims to introduce no-code agent builders and expand with industry-specific agents.

- **Geographic Strategy:** ContractPodAi has a strong global presence, with primary resources in the U.S., India and the U.K., and core geographies spanning North America, Europe and the Asia/Pacific region. It has demonstrated success outside of its home region, with 41% of revenue being nondomestic.

- **Offering (Product) Strategy:** ContractPodAi's agentic AI framework orchestrates multiple agents to drive enterprise workflows and actionable outcomes. Examples include compliance, M&A and obligation management. It fine-tunes and trains base LLMs on quality legal data and offers a digital marketplace for vetted agents from precertified partners.

Cautions

- **Customer Experience:** Gartner client inquiries and Peer Insights reviews reflect mixed customer experiences. Customers cite issues with support effectiveness and challenges with implementation and product features that enable scaling across the enterprise.

- **Sales Execution/Pricing:** ContractPodAi added fewer new customers and reported a lower-than-average deal size than other vendors evaluated in this Magic Quadrant. While its pricing model is flexible, its numerous AI add-ons can add complexity for organizations looking to scale AI maturity.

- **Marketing Execution:** ContractPodAi has limited marketing resources and budget compared to other vendors in this Magic Quadrant, as well as a limited presence in Gartner search and inquiry analytics and a smaller external social media presence compared to some market leaders.

Coupa

Coupa is a Niche Player in this Magic Quadrant. Coupa has over 3,100 customers, hundreds of which are using its Coupa CLM solution. Its organizational users include legal (25%), procurement (45%), sales (20%) and others (10%).

Coupa maintains a globally distributed CLM R&D staff and support operations. Most of its customers are large enterprises. Its top three verticals are banking and securities, insurance, and technology. Coupa primarily uses partner-led implementations. Its product roadmap emphasizes advanced AI use cases, including contract creation and summary agents, intelligent contract redlining with risk profiling, and AI-guided negotiation playbooks to support more efficient and compliant contracting

- **Geographic Strategy:** Coupa demonstrates a strong international presence with a significant nondomestic revenue percentage (40% to 45%). It supports 25 languages out of the box and 14 for support, indicating broad localization capabilities.

- **Operations:** Coupa has globally located support operations structured into product verticals. Each one includes specific components related to that vertical. It offers a self-service Coupa University Portal, alongside Pendo and Projectorsoft, as marketplace options for in-app context guides and training options.

- **Customer Experience:** Coupa has above-average customer retention rates. Coupa CLM customers report satisfaction with the vendor's implementation, integration and deployment, product capabilities, and contracting experience.

Cautions

- **Innovation:** Coupa continues to pursue AI in CLM, but generally lags behind the market. It is one of the few vendors that does not support building custom AI models. All of Coupa's agentic AI use cases are planned for 2026 and beyond.

- **Market Understanding:** Coupa's market understanding reflects its focus on targeted use cases rather than a full enterprisewide CLM strategy. While this approach aligns with its core customer base, it does not yet fully recognize the needs of all stakeholder groups related to enterprise-level CLM.

- **Product or Service:** Compared to other vendors in this Magic Quadrant, Coupa CLM falls below expectations in areas such as obligation and compliance tracking, contract digitization, automated contract review, contract risk analysis, and integration.

Docusign

Docusign is a Leader in this Magic Quadrant. Its Docusign CLM has approximately 2,000 customers live on the current version. Its organizational users include legal (30%), procurement (15%), sales (40%) and others (15%).

Docusign bases its CLM R&D and support staff in the U.S. Most of its customers are large enterprises. Its top three verticals are high tech, business services and healthcare. Docusign primarily uses partner-led implementations. Its product roadmap includes an AI assistant for

completed contract analysis, AI agents to complement AI-assisted contract review and Docusign Iris.

Strengths

- **Offering (Product) Strategy:** Docusign employs a hybrid model approach for GenAI deployment, using both proprietary and third-party LLMs such as Microsoft Azure OpenAI Service. It has the most full-time equivalents and resources dedicated to R&D among all the vendors evaluated in this Magic Quadrant, as well as a native e-signature solution.

- **Sales Execution/Pricing:** On average, Docusign consistently adds more customers to its CLM base than most of the other vendors in this Magic Quadrant. It sells on a global scale to organizations of all sizes and consistently has a larger-than-average sales pipeline.

- **Marketing Execution:** Docusign has significant market influence stemming from its strong online presence. It has the highest number of social media followers and allocates the most marketing resources and budget for marketing among all the vendors in this Magic Quadrant.

Cautions

- **Customer Experience:** Feedback from Gartner client inquiries and Peer Insights reviews is mixed. Customers cite challenges with support, negotiation and the product itself. Customers share that using the solution can be complex and there is a learning curve involved to be successful with the user interface. Others express challenges with the cost of the solution and lack of flexibility in negotiations.

- **Sales Strategy:** Docusign's go-to-market strategy is focused on intelligent agreement management, with CLM as a part of that strategy. This approach has created confusion with prospective customers and investors alike, leading to unclear messaging around its focus on enterprise CLM. The vendor has one of the lowest dedicated CLM sales resources numbers reported among the providers evaluated in this Magic Quadrant.

- **Market Understanding:** Docusign's understanding of current end-user challenges and mid- to long-range changes in the market and buyer behavior differs from the market and is inconsistent with market evolution expectations.

GEP

GEP is a Niche Player in this Magic Quadrant. Its GEP SMART Contract Lifecycle Management has approximately 390 customers. It reports about 58% of customers live on GEP SMART on its GEP QUANTUM platform, which was evaluated in this research. Its organizational users include legal (30%), procurement (40%), sales (10%) and others (20%).

GEP bases its CLM R&D and support staff in the U.S., India and Eastern Europe. Most of its customers are large enterprises in its top three verticals: banking/financial services, retail/CPG, and manufacturing and natural resources. GEP primarily leads its own implementations. Its product roadmap includes advanced autonomous agentic workflows, deeper predictive and prescriptive analytics, and an enhanced custom self-service AI tool.

Strengths

- **Support Operations:** GEP offers tiered service levels based on customer needs from 10 global offices, catering to at least six time zones and supporting approximately 14 languages. Support includes GEP ASSIST, recent investments in process orchestration and WhatFix for in-app guidance.

- **Geographic Strategy:** GEP actively targets customers on a global scale. While its primary share is in North America and the EU, the vendor is planning for more midmarket growth, further expansion into the EU, and a larger foothold in the Asia/Pacific region, Latin America and the Middle East. GEP reports an estimated 44% in nondomestic revenue, among the highest of the vendors evaluated in this Magic Quadrant.

- **Innovation:** GEP focuses on a robust AI strategy, including QUANTUM Agent Studio and creating contract-specific LLMs enriched by its own deep knowledge base. It has developed prebuilt agents like contract composer and contract analytics that integrate with ecosystem systems.

Cautions

- **Sales Execution/Pricing:** GEP added fewer customers during 2024 than the average for the vendors in this Magic Quadrant. It relies primarily on direct sales channels, most of which include selling broader source-to-pay capabilities.

- **Vertical/Industry Strategy:** Although it is present across many industries, GEP's solution is industry-agnostic. It delivers some industry-aligned preconfigurations, but ultimately it is the customers choice to deploy or not. It's also not FedRAMP-authorized.

- **Product:** GEP's CLM solution offers a competitive breadth of capabilities, but it could further evolve on its advanced contract analytics use cases. Key areas for improvement include contract digitization, automated contract review and integration.

Icertis

Icertis is a Visionary in this Magic Quadrant. Its Icertis Contract Intelligence has approximately 490 customers, with about 440 live on its current version. Its organizational users include legal (30%), procurement (38%) and sales (32%).

Icertis' CLM R&D and support staff is mainly located in India and the U.S. Most of its customers are large enterprises. Its top three verticals are manufacturing, healthcare and high tech. Icertis primarily uses partner-led implementations. Its product roadmap includes an updated version of its agentic platform and Vera Analytics, and updated SAP Ariba integration harmonizing UX and expanding integration scenarios.

Strengths

- **Innovation:** Icertis demonstrates a strong AI strategy. It has delivered AI agents for contract composition and contract analytics, with broader plans for additional agents in late 2025 and 2026. It also understands agentic AI well, with expansion plans for platform, expert and meta-agents for legal research and policy drafting agents.

- **Product or Service:** Icertis has robust product capabilities to support complex contracting processes. It has delivered updates to its user experience, supports a wide breadth of contract analytics and AI use cases, and also offers the only CLM platform that is a Solution Extension on the SAP Marketplace, demonstrating unique product integration.

- **Offering (Product) Strategy:** Icertis has a strong response to its GenAI deployment strategy, employing a hybrid model that combines proprietary capabilities with best-in-class third-party LLMs. It has several certifications to support compliance efforts, including FedRAMP, and its platform can provide public and private cloud, perpetual licenses, and on-premises solutions.

Cautions

- **Customer Experience:** Gartner client Inquiries and Peer Insights reviews reflect mixed customer experiences, a challenge for some Icertis customers despite the vendor's consistent improvement efforts. Feedback focuses on AI for contract digitization and

third-party paper, and implementation and support issues that prevent some customers from scaling the solution across the enterprise as intended at contract signature.

- **Sales Execution/Pricing:** Icertis has a complex pricing model. It is a modular, role-aligned model meant to support evolving customer needs, but with many add-ons to the base CLM product, it can be expensive for customers as they mature and scale. It also added fewer customers in 2024 compared to the other vendors evaluated in this Magic Quadrant. This is consistent with its approach to target large enterprise customers that typically have longer sales cycles and higher contract values.

- **Implementation and Support:** Icertis has a primarily partner-led implementation strategy, at approximately 80%; however, despite continual efforts to improve partner training and certification, as well as new partner-led initiatives, some customers have indicated that further refinement is needed to help reduce implementation challenges.

IntelAgree

IntelAgree is a Niche Player in this Magic Quadrant. Its product, also called IntelAgree, has approximately 250 customers live on its current version. Its organizational users include legal (10%), procurement (10%), sales (75%) and others (5%).

IntelAgree bases its CLM R&D and support staff in the U.S. Its customers include a fairly even mix of small, midsize and large companies. Its top three verticals are professional and consulting services, healthcare, and high tech. IntelAgree primarily leads its own implementations. Its product roadmap includes language localization, ownership delegation to easily transfer roles and responsibilities, and user hierarchy approval and signing limits to incorporate predefined authority limits.

Strengths

- **Offering (Product) Strategy:** IntelAgree has several certifications to support clients' compliance efforts, including SOC 2 Type 2, HIPAA Type 1 and GDPR. It also offers native integrations to Salesforce, Bullhorn, Workday and Docusign, in addition to leveraging Workato for integration platform as a service (iPaaS) to connect customers to Microsoft Teams and Slack, along with custom offerings like those with Smartsheet and HubSpot.

- **Market Understanding:** IntelAgree focuses on end-user challenges in measuring contract risk, such as subjective and inconsistent assessments that vary by reviewer. To address this, IntelAgree aims to establish a universal risk profile across the organization that

enables data-driven decisions about contract terms, approval thresholds and portfolio management.

- **Innovation:** In 2024, IntelAgree released contract risk scoring, enabling users to configure custom scoring frameworks by either leveraging AI for automatic configuration or selecting key attributes, setting risk bands, and assigning weights. It also released the AI-powered Saige Assist: Markup to extract key contract data points and eliminate reliance on extensive machine learning model training.

Cautions

- **Geographic Strategy:** IntelAgree is focused exclusively on customer growth in North America through the end of this year. International expansion begins in 2026, as it is currently localizing the application in additional languages (specifically French-Canadian and French for the initial release), with plans to expand to all major European languages by the end of 2026.

- **Operations:** IntelAgree's U.S.-based support team offers a single tier of support with English-only assistance. The vendor also leads the majority of its own implementations with longer-than-average implementation times, which can constrain scalability. IntelAgree has developed relationships with system integration Partners to augment implementation capabilities

- **Sales Execution/Pricing:** IntelAgree has a smaller overall customer base and acquired fewer new customers in 2024 compared to other vendors evaluated in this Magic Quadrant. Its sales pipeline and average deal size also remain below average.

Ironclad

Ironclad is a Leader in this Magic Quadrant. Its CLM product, also called Ironclad, has approximately 2,030 customers live on its current version. Its users include legal (15%), procurement (15%), sales (30%) and others (40%).

Ironclad bases its CLM R&D and support staff in the U.S. Its customers include a fairly even mix of small, midsize and large companies. Its top three verticals are high tech, manufacturing and business services. Ironclad's implementations are split between company- and partner-led, with partner-led now edging ahead slightly. Its product roadmap includes enhanced access controls (including field-level permissions), AI-detected

obligations and benchmarking against its 2 billion contract dataset so customers can compare performance across locales and peer companies.

Strengths

- **Innovation:** Ironclad offers an AI legal assistant, Jurist, that can summarize contracts, create templates and clauses, assemble a playbook, and suggest surgical revisions through a prompting interface. The vendor's roadmap also includes a set of negotiation agents that can build and apply playbooks, assign approvers by section, and learn from past negotiations.

- **Market Understanding:** Ironclad has a strong vision for how the market will evolve, positioning CLM as a critical enterprise system of record for contract intelligence with autonomous agents that negotiate and enforce contracts per dynamic policies. It foresees CFOs and CIOs driving CLM purchases while relying on third-party advisors and AI assistants to manage selection processes.

- **Marketing Execution:** Ironclad has significant market influence. Based on social media analytics, web traffic analysis, and Gartner client inquiry and search analytics, the vendor holds a higher share of the CLM market's voice compared to other vendors in this Magic Quadrant.

Cautions

- **Customer Experience:** Feedback from Gartner client inquiries and Peer Insights reviews is mixed. Customers cite issues with the product such as search, reporting and advanced analytics, and obligation management. Ironclad's customer retention is below market average based on both annual contract value and logos.

- **Geographic Strategy:** Ironclad's customer base and support resources are primarily U.S.-based. Its growth focus is primarily in North America and Western Europe. Only 12% of the company's revenue is currently nondomestic, despite long-range goals to increase that to more than 50%.

- **Leadership Changes:** In the past year, Ironclad has changed its CEO and CPO and added its first chief strategy officer. While these changes don't necessarily indicate issues by themselves, they often result in strategy and product shifts that impact customers.

Ivalua

Ivalua is a Niche Player in this Magic Quadrant. Its Ivalua Contract Lifecycle Management has about 360 customers, with about 80 live on its current version. Its organizational users include legal (15%), procurement (80%), sales (4%) and others (1%).

Ivalua bases its CLM R&D and support staff in the U.S., Canada, France and India. Most of its customers are large enterprises. Its top three verticals are manufacturing and natural resources, government, and banking and securities. Ivalua primarily uses partner-led implementations. Its product roadmap includes a contract intelligence Microsoft Word add-in for language generation, and agents for renewal and contract performance.

Strengths

- **Overall Viability:** Ivalua reports year-over-year revenue growth at both the company and CLM product levels It also maintained a stable executive leadership team and avoided employee layoffs during this Magic Quadrant's evaluation period.

- **Support Operations:** Ivalua's support staff provides 24/7 customer support globally across more than 75 countries. The vendor offers three tiers of support, but most customers use the standard level. Ivalua also offers an integrated virtual assistant that can search the help center to answer user questions.

- **Vertical/Industry Strategy:** Ivalua offers industry-specific solutions for the public sector, financial services, manufacturing, aerospace and defense, construction and engineering, and healthcare. Its GovCloud offering (based on Microsoft Azure) provides enhanced security over the standard commercial cloud, enabling customers to store highly sensitive data while meeting compliance requirements through FedRAMP Moderate baseline controls.

Cautions

- **Sales Execution/Pricing:** Ivalua has the lowest number of customers of all the vendors evaluated in this Magic Quadrant, and the second-lowest number of customer acquisitions in 2024. Additionally, Ivalua's sales pipeline is the smallest among all vendors evaluated in this research, and that number has decreased year over year.

- **Market Understanding:** Ivalua primarily focuses on procurement and legal end users. This influences its interpretation of market challenges and product strategy. Prospective customers with an enterprise approach should evaluate whether the solution will meet its needs across all functions.

- **Product:** Ivalua's product scores below average across most capabilities. Its roadmap focuses on capabilities already available from other competitors, such as dynamic templates with clause creation and improved AI-enabled custom obligation extraction. Ivalua also scored in the bottom three vendors for automated review, negotiation and approval workflow, and reporting capabilities.

JAGGAER

JAGGAER is a Niche Player in this Magic Quadrant. Its Contracts+ has approximately 820 customers, with about 470 live on its current version. Its organizational users include legal (20%), procurement (60%), sales (10%) and others (10%).

JAGGAER bases its CLM R&D and support staff in the U.S., Italy and Serbia. Most of its customers are in midsize and large enterprises. Its top three verticals are manufacturing, education and government. JAGGAER uses a mix of company- and partner-led implementations. Its product roadmap includes obligation enhancements for suppliers, a workflow rules agent to automatically route contracts to approvers based on risk criteria, and intelligent semantic search.

Strengths

- **Geographic Strategy:** JAGGAER's product supports 25 languages out of the box and has a large percentage of its customer base outside its domestic market, which is North America. It continues to target customer growth globally in North America, EMEA and the Asia/Pacific region, adding 17 new partnerships in 2024 to support expanding its customer base.

- **Operations:** JAGGAER delivers customer support across three regions and provides local language assistance in seven countries. It offers four support tiers and self-serve training materials through JAGGAER University. Additionally, its virtual assistant, JAGGAER Assist, provides end users with real-time answers, easy access to information and task support.

- **Sales Strategy:** JAGGAER offers multiple CLM editions, giving customers the flexibility to source individual modules based on their needs and implementation preferences. It offers three variations: contract compliance tracking for basic contract repository needs within the existing eProcurement solution, Contracts+ for full CLM features and Contracts AI for advanced AI capabilities.

Cautions

- **Vertical/Industry Strategy:** JAGGAER lacks differentiation based on targeting specific industry verticals, and it does not support industry-specific certifications and compliance standards like FedRAMP. This may limit its appeal to public-sector clients, as well as those working with the U.S. government or with other stringent regulatory needs. Its only industry configuration for CLM is for manufacturing.

- **Sales Execution/Pricing:** JAGGAER has the lowest number of customer acquisitions in 2024 of all the vendors evaluated in this Magic Quadrant, as well as below-average deal sizes. JAGGAER's sales pipeline is also below average and saw significant decline year over year.

- **Marketing Execution:** JAGGAER's social media analytics, web traffic analysis, and Gartner client inquiry and search analytics indicate that its share of the CLM market's voice is lower than other vendors in this Magic Quadrant. This may adversely impact JAGGAER's market influence and reach.

LinkSquares

LinkSquares is a Niche Player in this Magic Quadrant. Its LinkSquares CLM has approximately 1,800 customers, all live on its current version. Its organizational users include legal (31%), procurement (16%), sales (26%) and others (27%).

LinkSquares bases its CLM R&D and support staff in the U.S. Most of its customers are small and midsize organizations. Its top three verticals are professional and consulting services, high tech, and manufacturing. LinkSquares primarily leads its own implementations. Its product roadmap includes a natural language chat interface to interrogate the repository, autonomous agents and centralized account management to enable more complex organizational structures, as well as permissioning via user groups.

Strengths

- **Sales Strategy:** LinkSquares maintains a consistent target customer approach, concentrating its go-to-market efforts on the small and midmarket segments where it demonstrates the greatest success and strongest use-case alignment. Its modular pricing model supports this strategy, enabling customers to purchase solutions for their current needs and expand into additional offerings as their requirements evolve.

- **Sales Execution/Pricing:** Compared to other vendors evaluated in this Magic Quadrant, LinkSquares' has an above-average-sized customer base and is among the highest in new

customer acquisitions in 2024.

- **Customer Experience:** Customers report above-average satisfaction with LinkSquares in Gartner client inquiries and Peer Insights reviews. Positive feedback includes responsive and knowledgeable customer service, competitive pricing, and an intuitive user-friendly interface.

Cautions

- **Product:** LinkSquares' product lags behind most other vendors evaluated in this Magic Quadrant. It lacks commonly available capabilities, ranking lowest in application administration, negotiation and approval workflow, contract search, storage, and integration.

- **Geographic Strategy:** LinkSquares primarily focuses on expanding within North America, where the majority of its customers and revenue are based. It does not plan for nondomestic direct sales until 2026, targeting the U.K. The solution and support are only offered in English, limiting its ability to serve international clients.

- **Marketing Execution:** LinkSquares' social media analytics, web traffic analysis, and Gartner client inquiry and search analytics indicate its share of the CLM market's voice is lower than other vendors evaluated in this Magic Quadrant. This may adversely impact LinkSquares' market influence and reach.

Malbek

Malbek is a Leader in this Magic Quadrant. Its Malbek CLM has approximately 210 customers, all live on its current version. Its organizational users include legal (20%), procurement (28%), sales (41%) and others (11%).

Malbek bases its CLM R&D and support staff in the U.S., India and Latin America. Its customer base is mixed, with both midsize and large enterprise organizations. Its top three verticals are high tech, pharmaceutical and biotech, and communications and media. Malbek primarily leads its own implementations and leverages its ecosystem of partners for large, global customers. Its product roadmap includes function-specific agents that automate review by using industry intelligence and external data, expanded vertical power packs for industry-specific use cases, and counterparty dashboarding enhanced by a vendor vetting AI agent.

Strengths

- **Market Understanding:** Malbek demonstrates deep insight into end-user challenges, including adoption across converging and cross-functional roles, ROI visibility, and ease of administration. The vendor's vision positions its CLM as a central source of truth for modeling and executing new commercial strategies by replacing traditional clicks with natural language and conversational interfaces.

- **Offering (Product) Strategy:** Malbek embeds metadata frameworks throughout its CLM using metaprompting for consistent outputs, intelligent context segmentation for document analysis and specialized LLM models. This architecture powers custom AI extraction training, AI-driven playbook creation and contract revision, as well as agents for content interrogation and creation.

- **Product:** Malbek's product combines deep insight into end-user challenges with innovation strategy. This includes a "less than three clicks" UI design philosophy, sophisticated and user-friendly application administration capabilities, and goal and benchmarking dashboards that track key metrics like cycle times, negotiation roundtrips, approval steps, AI clause changes and playbook complexity.

Cautions

- **Marketing Execution:** Malbek's social media analytics, web traffic analysis, and Gartner client inquiry and search analytics indicate its share of the CLM market's voice is lower than other vendors evaluated in this Magic Quadrant. This may adversely impact Malbek's market influence and reach.

- **Geographic Strategy:** Malbek's primary focus over the next two years will be customer growth in the U.S. and U.K. markets, and it bases most of its staff in the U.S.and India. This narrow geographic scope may restrict its global reach and effectiveness in serving international clients.

- **Sales Execution/Pricing:** In 2024, Malbek had fewer total customers and added fewer new customers than other vendors in this Magic Quadrant. Its sales pipeline is also below average.

Sirion

Sirion is a Leader in this Magic Quadrant. Its product, also called Sirion, has approximately 500 customers live on its current version. Its organizational users include legal (31%), procurement (38%), sales (23%) and others (8%).

Sirion bases its CLM R&D and support staff in India, the U.S. and Europe. Most of its customers are large enterprises. Its top three verticals are financial services, high-tech, and pharmaceutical and biotech. Sirion primarily uses partner-led implementations. Its product roadmap includes conversational AI capabilities for administration and contract authoring, a drag-and-drop integration studio out of the box, and proactive, persona-aware recommendations for optimizing contract language or initiating renewals.

Strengths

- **Market Understanding:** Based on its vision of how the market will evolve, Sirion positions its CLM as a composable, autonomous decision layer where goal-driven AI agents plan, negotiate, monitor obligations and trigger real-time actions with signed rationale graphs for audit and AI-governance compliance. The vendor's vision also includes an ROI shift from efficiency (time saved) to value realization (margin recovered).

- **Innovation:** Sirion's leading AI strategy consists of a three-tiered agent framework: Platform agents parse and structure contract data at scale; expert agents combine multiple models to perform context-aware tasks like contract revision, issue detection and clause analysis; and meta-agents invoke LLMs for reasoning, dialogue or workflow planning.

- **Multilanguage Support:** Sirion supports localization in over 100 languages and enables the creation and management of bilingual contract templates. The vendor also supports data extraction in 15 languages, offers self-serve AI model training for non-English languages and enables reusable prompts for LLM-based extraction across multiple languages.

Cautions

- **Overall Viability:** Sirion grew more slowly than other vendors evaluated in this Magic Quadrant, indicating it may not capitalize on market opportunities as effectively as its competitors. It also had some changes in its executive leadership team during this evaluation period.

- **Marketing Execution:** Sirion's social media analytics, web traffic analysis, and Gartner client inquiry and search analytics indicate its share of the CLM market's voice is lower than other vendors in this Magic Quadrant. This may adversely impact its market influence and reach.

- **Sales Execution/Pricing:** Sirion added fewer customers in 2024 compared to the average of all vendors evaluated in this Magic Quadrant. This is consistent with its focus on the enterprise segment, which typically entails longer sales cycles. Its pricing model is based on a wide range of factors, which offers flexibility, but could be cumbersome for large enterprises.

Workday

Workday is a Visionary in this Magic Quadrant. Its Workday CLM (previously Evisort) customer base is all on its current version, with organizational users spanning legal, procurement and sales, as well as a wide range of other business departments.

Workday primarily bases its CLM R&D and support teams in the U.S. Its CLM customers range in size from small to large enterprise organizations. Its top three verticals are high tech, healthcare and financial services. Workday CLM implementations are primarily vendor-led, although a growing portion is managed by partners. The vendor's product roadmap includes Workday procurement integration, language localization, and agents for supplier contracts, document intelligence and automation for accounting, employee self-service, and financial audit.

Strengths

- **Market Understanding:** Workday envisions a future where AI-powered contract data informs every department across the enterprise. To achieve this vision, the vendor aims to deliver contract AI across all departments and integrate contract intelligence into enterprisewide document intelligence to support everyday business operations and decision making.

- **Innovation:** Workday has delivered and plans many more AI-based innovations for its CLM product. Workday's near-term roadmap includes a library of pretrained custom AI models and AI-generated playbooks from templates, sample contracts and clause libraries.

- **Product:** Workday leads in contract digitization among the vendors evaluated in this Magic Quadrant, supporting its vision for making contract intelligence a component of document intelligence that serves the whole enterprise. Its differentiating strengths include rapid processing, broad coverage, confidence-level reporting and an intuitive interface for custom model training.

Cautions

- **Customer Experience:** Feedback from Gartner client inquiries and Peer Insights reviews is mixed, reflecting slightly below-average Peer Insights ratings for evaluation and contracting, service and support, and product capabilities. Its presignature use case receives most of the negative feedback.

- **Sales Execution/Pricing:** Workday has a smaller CLM customer base and acquired fewer new customers in 2024 than other vendors evaluated in this research. Additionally, its pricing is based on annual document volume, rather than per-seat charges, which allows for broad usage across the enterprise, but may be harder for clients to estimate, especially with amendments and fluctuating business activities such as growth initiatives or M&A activity.

- **Marketing Execution:** Despite an increase in Gartner client inquiry presence since acquiring Evisort, Workday maintains a lower share of the CLM market's voice according to social media analytics, web traffic analysis, and Gartner client inquiry and search analytics.

Vendors Added and Dropped

We review and adjust our inclusion criteria for Magic Quadrants as markets change. As a result of these adjustments, the mix of vendors in any Magic Quadrant may change over time. A vendor's appearance in a Magic Quadrant one year and not the next does not necessarily indicate that we have changed our opinion of that vendor. It may be a reflection of a change in the market and, therefore, changed evaluation criteria, or of a change of focus by that vendor.

Added

- Malbek

Dropped

- Gatekeeper was dropped because it did not meet the requirement of more than $12 million in revenue exclusively from CLM software (excluding professional services) in 2024, and a minimum of 40 new customer logos in 2024.

- Wolters Kluwer was dropped because it did not meet the inclusion criterion that the CLM product is available for purchase on a stand-alone basis, separate from other applications.

Inclusion Criteria

To qualify for inclusion in this Magic Quadrant, vendors had to meet all of the following criteria, having:

- At least 200 CLM customers live on a single CLM solution as of 1 May 2025

- 15% of current customers with an annual revenue of $1 billion or greater

- More than $12 million in revenue exclusively from CLM software (excluding professional services) in 2024, and a minimum of 40 new customer logos in 2024

- A CLM product available for purchase on a stand-alone basis, separately from other applications

- A solution positioned for customer use for all types of contracts — for example, supplier, customer and employment contracts

- A solution user base that includes sales, legal and procurement users

- CLM customers that are able to use the product to manage all phases of the contract life cycle (including request, authoring, redlining, approval workflows, e-signature, repository and native reporting for ongoing compliance monitoring)

Evaluation Criteria

Ability to Execute

Gartner assesses a vendor's Ability to Execute by evaluating its products, services, overall viability and customer experience. Ultimately, a vendor's Ability to Execute is judged by its ability to keep its promises and its success in doing so.

Product or Service

Comprehensive product capabilities ensure that solutions can address the full spectrum of contract life cycle needs for diverse organizations. Support for AI use cases is increasingly important, as it enables automation, smarter insights and more efficient contract management processes. Product differentiation further strengthens a provider's position by

offering unique features and innovations that set its solution apart from competitors. Together, these elements help CLM solutions deliver greater value, adaptability and effectiveness for customers navigating complex contract environments.

Customers Experience

Positive customer perception and feedback reflects real-world value and satisfaction that customers derive from a solution. Demonstrated customer success in areas such as implementation, adoption, retention and return on investment highlights a provider's ability to deliver tangible benefits and foster long-term relationships. Comprehensive customer support — including user groups, best practices and effective issue resolution — further strengthens trust and ensures that customers can maximize the value of their CLM investment.

Overall Viability

Financial and organizational stability provides confidence to customers and partners that a provider can deliver reliable, long-term solutions and support. Strong financial foundations enable ongoing investment in product development and innovation, while organizational stability ensures consistent service and responsiveness to customer needs. CLM revenue growth that reflects market conditions demonstrates a provider's ability to adapt and thrive in a competitive landscape.

Sales Execution/Pricing

A competitive, flexible pricing strategy allows providers to appeal to a wider range of customers, accommodating different budgets and business needs. Effective sales strategies and consistent new customer growth are key indicators of a provider's ability to expand its market share and maintain momentum in a dynamic industry. Additionally, a positive market perception during the sales process helps build trust and credibility, making it easier to attract and retain clients. Together, these factors contribute to the overall success and sustainability of CLM solutions in a competitive marketplace.

Marketing Execution

Delivering clear, consistent messaging helps vendors communicate their value proposition and differentiate themselves from competitors. Strong brand awareness and the ability to influence the market are critical for establishing trust and credibility with potential customers. Additionally, being effective in deploying marketing strategies and thought

leadership enables providers to shape industry trends, educate the market and position themselves as leaders in the space. Together, these elements drive greater visibility, customer engagement and long-term success for CLM solutions.

Operations

An effective implementation strategy and comprehensive services are crucial to customer success, ensuring that organizations can quickly realize value from their solutions. Multifaceted customer training and support programs empower users to fully leverage CLM capabilities, driving higher adoption rates and satisfaction. A market-consistent operational infrastructure provides reliability and scalability, allowing providers to meet the evolving needs of diverse clients. Together, these elements create a solid foundation for long-term customer relationships and sustained growth in the competitive CLM market.

Market Responsiveness

Market responsiveness is not rated as conditions across the market are stable.

Table 1: Ability to Execute Evaluation Criteria

Evaluation Criteria	Weighting
Product or Service	High
Overall Viability	Medium
Sales Execution/Pricing	Medium
Market Responsiveness/Record	NotRated
Marketing Execution	Medium
Customer Experience	High
Operations	Medium

Completeness of Vision

Gartner also evaluates a vendor's ability to grasp current and future market and technology trends, customer needs, and competitive forces — its Completeness of Vision. Ultimately, a vendor is assessed on its understanding of how market forces can be exploited to create opportunities for growth. This is a qualitative assessment based on Gartner's interactions with end users and consequent understanding of the market.

Market Understanding

This is an assessment of whether vendors possess a strong understanding of CLM users across the enterprise, including the current and near-term challenges they face. They have developed a customer collaboration strategy that drives product development, ensuring alignment with solving key market challenges. Additionally, the team maintains a clear vision for the future state of the CLM market.

Innovation

Product differentiation allows providers to stand out in a crowded landscape by offering unique features and value. Incorporating advanced capabilities such as generative AI and agentic AI demonstrates a forward-thinking strategy, enabling smarter automation, improved decision making and enhanced contract management processes. Additionally, delivering a configurable, modern user experience ensures that solutions are intuitive and adaptable to the specific workflows of diverse organizations, ultimately driving user adoption and satisfaction. These factors together position CLM solutions to better meet evolving customer needs and maintain a competitive edge.

Offering (Product) Strategy

A differentiated product strategy enables solutions that effectively support both customers and third parties, addressing a wide range of needs within the contract life cycle. Prioritizing third-party integration and app marketplaces extends the CLM process, allowing organizations to seamlessly connect with other tools and platforms, which enhances productivity and flexibility. Furthermore, a product strategy that anticipates and supports evolving AI and compliance requirements ensures that CLM solutions remain relevant,

secure and capable of meeting the regulatory demands and technological advancements shaping the market.

Geographic Strategy

Having a diverse, multiregion geographic strategy enables providers to reach and serve customers across different locations, expanding their market presence and resilience. Demonstrated success in geographies outside of the company's headquarters shows the ability to adapt to varying market dynamics and customer needs, which is crucial for sustainable growth. Additionally, multilanguage support ensures that CLM solutions are accessible and user-friendly for a global audience, enhancing adoption in international markets. These factors are key indicators of a provider's capability to compete and thrive on a global scale.

Sales Strategy

A clear and consistent target customer strategy is essential for the CLM market because it ensures that product offerings and messaging are tailored to the right audience, maximizing relevance and impact. Developing a strategy to expand the current customer base — whether by entering new geographies or targeting additional verticals — helps drive growth and strengthens market presence. Additionally, a customer-friendly sales approach fosters trust and long-term relationships, making it easier to attract and retain clients in a competitive landscape.

Vertical/Industry Strategy

Having a strategy to support verticals with unique or complex CLM requirements allows providers to address the specific needs of industries such as healthcare, finance or government, where regulations and contract processes can be particularly stringent. Regulatory compliance support is vital as organizations must navigate an increasingly complex legal landscape.

Marketing Strategy and Business Model

Marketing strategy and business model are not rated. Most CLM vendors now take a similar approach to their business model, meaning it is not a differentiating factor in a vendor's vision. Marketing strategy is linked closely to sales strategy, and Gartner views the sales strategy as a bigger indicator of vision than a vendor's approach to marketing.

Table 2: Completeness of Vision Evaluation Criteria

Evaluation Criteria	Weighting
Market Understanding	High
Marketing Strategy	NotRated
Sales Strategy	Low
Offering (Product) Strategy	Medium
Business Model	NotRated
Vertical/Industry Strategy	Low
Innovation	High
Geographic Strategy	Medium

Source: Gartner (November 2025)

Quadrant Descriptions

Leaders

Leaders are in the strongest position to influence the market's growth and direction. They demonstrate a market-defining vision for how CLM technology can help companies achieve the business objectives of managing compliance and reducing process bottlenecks. Leaders can execute against that vision through products and services, and they have demonstrated business results in the form of revenue and earnings. They excel in their combination of market understanding, innovation, product features and functions, and overall viability.

While maintaining a well-established base of long-term customers, Leaders show a consistent ability to win new deals. They have customers in many geographic regions, cover

a wide variety of industries and serve customer organizations of a range of sizes. Leaders are often the vendors that other providers measure themselves against.

Challengers

Challengers have established presence, credibility and overall viability, and they have demonstrated the ability to meet customers' expectations in terms of functionality and customer experience. Challengers may have a good vision for technology, but may not have fully won over business stakeholders and IT executives.

Challengers are well-placed to succeed in this market. However, they may not demonstrate thought leadership or innovation to the same degree as Leaders. They may be a good choice for organizations that value execution over vision and leading-edge functionality.

Visionaries

Visionaries are ahead of most competitors in terms of delivering innovative products and/or delivery models and product strategy. They are sometimes smaller vendors or newer entrants that embody trends that are shaping, or will shape, the CLM market. Visionaries have a strong vision and roadmap, which infuse innovation and strong functionality into their platforms.

Visionaries may be a good choice for organizations looking to skip a generation of technology. They may offer a competitive advantage and provide an opportunity for organizations to influence their product roadmap. They might be acquired or struggle to increase their market share. However, as these vendors mature and prove their Ability to Execute, they may become Leaders.

Niche Players

Niche Players may offer compelling CLM solutions, but they often lack cross-industry adoption, enterprise role focus, some functional components and/or consistent implementation track records.

Niche Players can often offer the best solutions to meet the needs of particular organizations, considering role priority or the price-to-value ratio of their solutions. These vendors may win deals in specific regions or industries. However, they are typically not winning new business across multiple regions or industries at the same pace as vendors in the other quadrants.

Some Niche Players demonstrate a degree of vision that suggests they might become Visionaries, but they may struggle to make this vision compelling. They may also struggle to develop a track record of continual innovation. Other Niche Players may have the opportunity to become Challengers if they continue to develop products with a view to improving their overall execution.

Context

Organizations of all sizes need to digitize their CLM process to drive efficiency, continuity and compliance. Implementing CLM can also improve both cost and revenue management. Recent advancements in AI have also improved visibility into contractual obligations and mitigation of contract risk. Enterprises that can align on their CLM objectives are best positioned to choose a solution that serves as a single source of truth for all contract types.

Technology leaders supporting CLM initiatives should:

- Assemble a cross-functional team to evaluate vendor options based on required functionality, innovation and integrations into existing technology solutions. This approach increases the likelihood of a successful selection and an implementation with strong user adoption.

- Consider a three- to five-year maturity curve in your selection process. Incremental adoption of capabilities can be a successful approach. However, you want to ensure that a selected vendor has the capabilities roadmap to outpace your expected growth plans. This is particularly true around use cases that are innovative or AI-enabled.

- Pay close attention to CLM vendors' growth and financial viability when selecting or renewing contracts. The market is dense, and consolidation is escalating. Talk with Gartner if a CLM solution you are using or considering is being acquired by another vendor.

- Acknowledge that adopting CLM does not demand an all-or-nothing approach. It can be adopted at a departmental level (for procurement or sales, for example) as an organization matures its processes:

  - **Procurement:** Evaluate CLM solutions from strategic sourcing application suite vendors when seeking a solution purely for buy-side (supplier) contract management.

Also consider these vendors if integration with e-sourcing, supplier base management and/or procure-to-pay (P2P) tools is a priority.

- **Sales:** Evaluate CLM solutions that integrate with CRM or configure, price and quote (CPQ) suites when seeking a CLM solution purely for sell-side (customer) contract management.

- **Legal:** Evaluate CLM solutions that integrate with enterprise legal management suites when prioritizing a solution for the legal department.

Market Overview

The enterprise CLM market remains of high interest for midsize and large enterprises. While the market is dense, this competitive environment has accelerated innovation, particularly in the area of artificial intelligence. Generative AI use cases, once considered experimental, are now emerging as practical solutions within CLM platforms, driving new efficiencies and capabilities.

Over the past 18 months, the hype surrounding generative AI has fueled widespread exploration and adoption across organizations of all maturity levels. What was once seen as a future "nice to have" has quickly become a commonly considered feature in the vendor selection process. Beyond generative AI, the market is witnessing the emergence of agentic AI — at maturity, autonomous systems that can perform complex tasks, interact with users and continuously learn from contract data. As these technologies mature, they are expected to transform how organizations manage contracts, automate routine tasks and enable making more informed decisions. In their current state, AI agents are emerging to execute simple, low-risk tasks.

Contract risk and compliance is a key area of focus for most organizations navigating geopolitical and regulatory complexities. Leading CLM vendors are exploring innovative ways to incorporate contract risk management into broader enterprise processes, ultimately improving compliance and reducing exposure. The ability to connect contract data across the organization is becoming increasingly important, serving as a foundation for better enterprise decision making and risk mitigation.

Application administration, user experience and flexibility are essential for adoption across organizations at all maturity levels. Some are just beginning their CLM journeys and require incremental adoption, while others are replacing legacy systems and have more advanced

requirements. This is particularly true for larger enterprises that need to support all contract types and integrate CLM with existing buy-side and sell-side technologies. As the market continues to evolve, organizations must carefully evaluate solutions that can meet their immediate needs while supporting long-term growth and innovation.

⊕ Evidence

⊕ Evaluation Criteria Definitions