

**A Business Case for Contract Management** Say you sat down to write a business case for your company's contract management function. According to Aberdeen Group surveys, the biggest drivers for investment in corporate contract management are:

**Sales Side:**

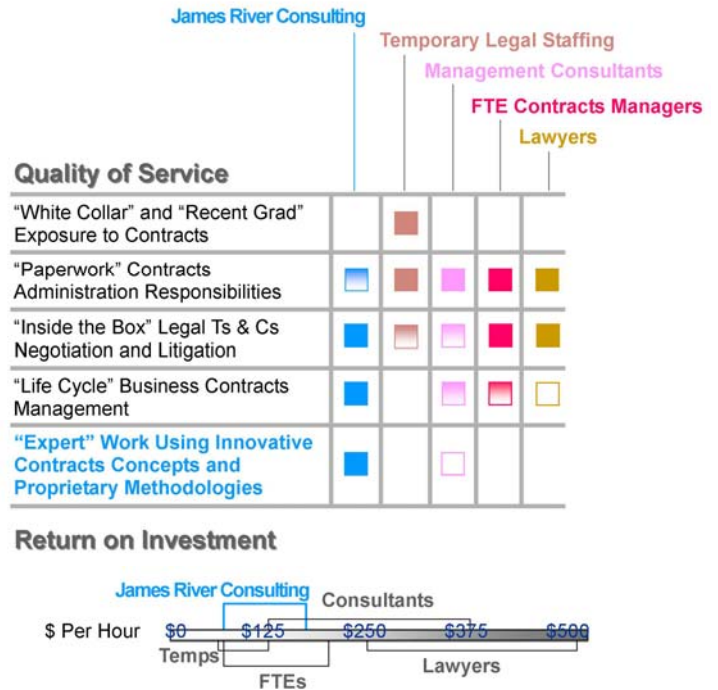
- ◆ Improve customer relationships
- ◆ Mitigate deal risks
- ◆ Shorten sales cycles
- ◆ Reduce transaction errors
- ◆ Improve revenue forecasting

**Procurement Side:**

- ◆ Increase compliance with terms to mitigate risk and realize savings
- ◆ Meet regulatory requirements
- ◆ Respond to growing contract complexity
- ◆ Respond to growth of outsourcing
- ◆ Respond to globalization of business

Like many companies, your business case might request an enterprise contract lifecycle management (CLM) software solution. In years past CLM systems could cost hundreds of thousands of dollar to implement. But there are now dozens of hosted CLM solutions on the market that cost as little as \$39.95 per month and that deliver a great deal of functionality. Hardly worth writing a business case for. Further, would a CLM solution alone really address all the drivers in your business case? For example, outsourcing has evolved towards relationship based models with "incomplete" contracts. In a 2009 survey co-developed by James River Consulting and the International Association for Contract and Commercial Management (IACCM), only 43% of respondents said they were able to negotiate complete services contracts most of the time, and 17% considered doing so a challenge!

# A Better Value Proposition for Contract Management Support



**On Demand Contract Management** Contracts are, in the end, an intrinsically human process that legally requires mutual assent and that is subject to interpretation and change. A winning business case for better contract management calls for increased human capital, either through more personnel, or greater expertise (consulting, training, maturity modeling), and ideally both. And this is where James River Consulting delivers a better value proposition. We provide professional contract management support, as well as solutions, as little or as much as the client needs, either as fixed price project work, on retainer, or using value based hourly rates.



# A Better Value Proposition for Contract Management Support

## Examples of How We Deliver Value

Our specialization in contracts and our business model allow us to offer what many others simply can't:

- ◆ Provide nationwide, 24x7 on demand contracts management support
- ◆ Provide on site staffing in New England metro areas and the Washington, DC, metro area (subject to travel policy)
- ◆ Enter negotiations, sourcing and close out projects in mid-stream, seamlessly
- ◆ Manage junior contracts personnel, Interface with C-level management, Work with sales, legal, and "rogue" internal customers and stakeholders with successful results
- ◆ Move difficult negotiations forward using structured negotiations, value trading, and other business-oriented, less adversarial techniques
- ◆ Quickly attain competency in using existing CLM, SRM, e-Signature, and other automated contracts systems
- ◆ Standardize contracts and contracting processes, and introduce contract management maturity modeling
- ◆ Work on a full time project basis (subject to availability), part time or per assignment



**Schedule an Office Visit** We invite you to contact us for a no-charge, no sales pitch visit at your offices.

Eric Esperne, JD, CPCM, President of James River Consulting, has over 15 years experience in the negotiation and management of contracts and the development of contracts management solutions. Eric received his JD from the American University Washington College of Law, his BA from Northwestern University, and has completed LLM course work at Georgetown University Law Center and MS coursework at Drexel University. Eric has been widely published in magazines and periodicals on contract management and contributed a chapter on risk management in outsourcing to the book Greg Garrett, Risk Management for Complex U.S. Government Contracts & Projects (Ashburn, VA. National Contract Management Association). Eric can be reached at 703-850-7061 or [eesperne@jamesriverllc.com](mailto:eesperne@jamesriverllc.com)