

CLIENT GOAL

Revive their stalled Conga contract lifecycle management (CLM) implementation

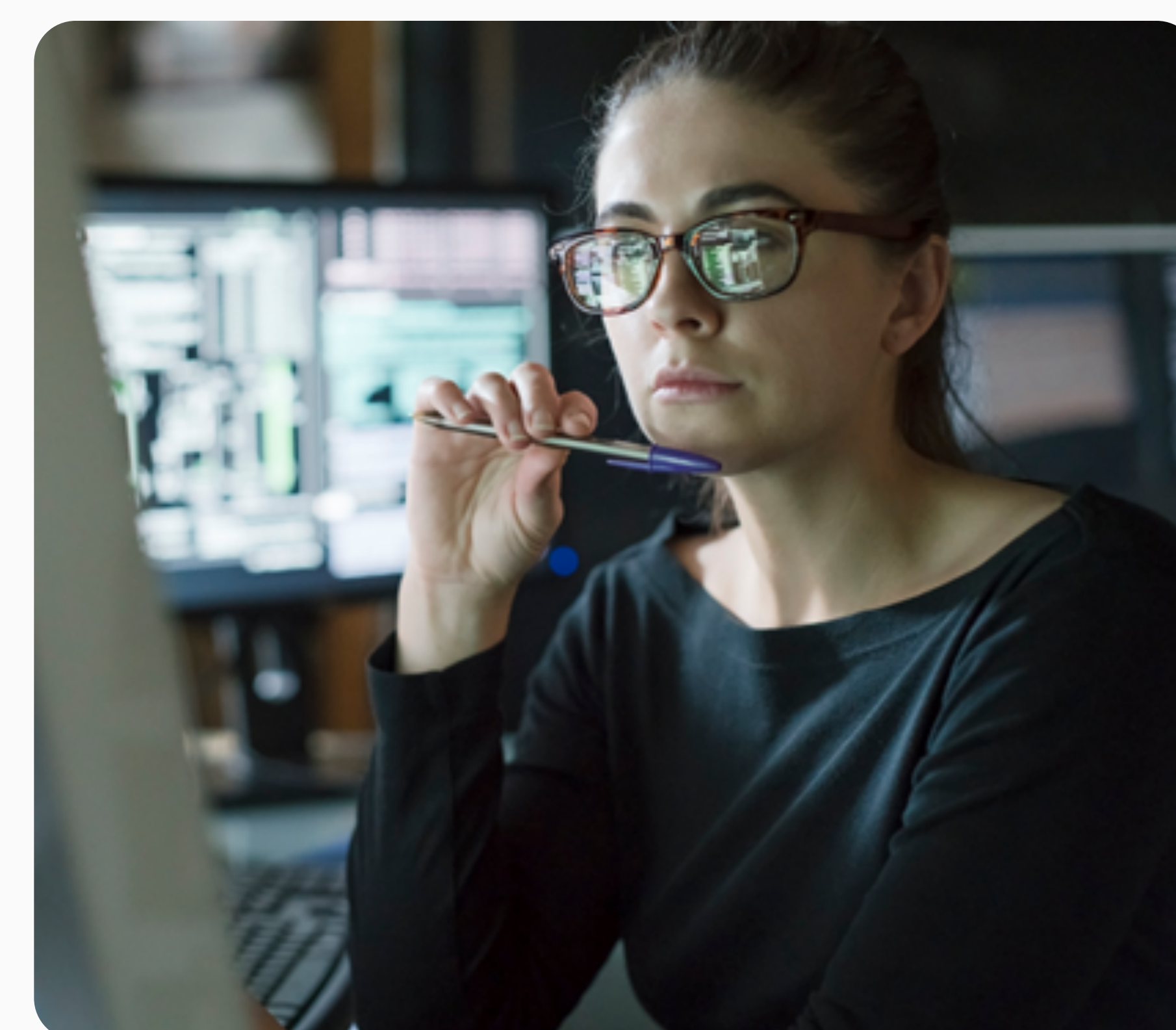
Eliminate human error in contract review and approvals

Ensure 100% accurate contract terms

Integrate external programs into core Salesforce

Implement automatic version control

Reinventing the Clinical Trials Contracting Experience with Conga and CommerceCX



BACKGROUND AND COMPLEX CHALLENGES

The journey toward automating clinical trials pricing and contracting is fraught with challenges. Contract Research Organizations (CROs) like IQVIA navigate a landscape marked by intricate pricing models and entrenched legacy systems. IQVIA grappled with a manual and cumbersome contract management process, wherein each unique agreement necessitated extensive manual intervention, from editing to redlining and storage without efficient version control.

IQVIA needed a contract lifecycle management system that could handle the incredibly specific needs of their business, while accelerating the contracting process and making life easier for their sales, contracting, and legal teams. Over an 18-month collaboration, Conga and CommerceCX co-developed a targeted solution for IQVIA, with CommerceCX finalizing a crucial product in just 60 days, marking a milestone of our joint effort.

CONCLUSION

The collaborative effort between Conga, CommerceCX, and IQVIA to reinvent the contracting experience for clinical trials encapsulates a forward-thinking approach to overcoming industry challenges. By leveraging cutting-edge technology and strategic partnerships, IQVIA has set a new benchmark in contract management and clinical trial operations, underscoring the potential of innovative solutions to transform complex processes into streamlined, efficient, and compliant systems within an impressive 60-day timeframe.

WHY COMMERCECX?

We improve lead to revenue, quote to cash, and CRM experiences. CCX designs, develops, and implements error-free solutions using the Salesforce platform, giving your organization the power to reach its full potential.

FOR MORE INFO

To learn how CCX Configure, Price, Quote can help you develop and drive your e-commerce strategy, connect with us to learn how CCX can help you make your next big move. For more information, please visit: <https://commercecx.com>

SOLUTIONING THROUGH COLLABORATION

Recognizing these challenges, Conga, CommerceCX, and IQVIA formed a strategic partnership to overhaul the contracting framework. The collaboration aimed to introduce a Contract Lifecycle Management (CLM) system adept at managing clinical trial contracts' multifaceted nature. After weeks of analysis, a comprehensive CLM solution emerged, ready to transform IQVIA's approach within just 60 days. This system was meticulously designed to automate contract management while catering to the nuanced demands of clinical trial contracting.

TRANSFORMATIVE OUTCOMES

- ✓ **Automation Excellence:** Over 80% of the CLM process was automated, leading to a substantial acceleration in contract functions such as pricing updates, signature requests, and approval workflows.
- ✓ **Clinical Trial Contracting Efficiency:** A special emphasis was placed on automating clinical trial contracts, ensuring a more streamlined, efficient, and error-free operation. This pivotal move enabled faster initiation and management of clinical trials, marking a critical advantage in the dynamic pharmaceutical industry.
- ✓ **Seamless Integration and Coordination:** The system facilitated integrated version control and brought contracting teams together within a unified framework for enhanced coordination and legal oversight at every step.
- ✓ **Legal and Compliance Mastery:** By standardizing template clauses and integrating legal insights, the solution empowered sales teams to draft fully compliant contracts independently, significantly reducing dependency on legal oversight.
- ✓ **Enhanced Integration with External Tools:** Incorporating tools like Excel and DocuSign into Salesforce, the solution provided a seamless interface for users, amalgamating functionalities directly from the contract record and optimizing process efficiency.
- ✓ **Optimized Contracting Processes:** The comprehensive automation of routine tasks, alongside the simplification of contract analysis, culminated in a vastly improved user experience, ensuring the rapid production of fully compliant contracts.

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