

From a Field of Six Solutions, Chelan Chooses Corridor's Contract Management Solution, Contracts 365

Chelan County PUD Condenses Some Contract Processes By More Than 50%

INDUSTRY

Electric, Water, Wastewater
Public Utilities, Parks
and Wildlife, and
Telecommunications Services

OBJECTIVE

To transition to a cloud-based contract management solution that meets Chelan's specific compliance needs while automating their manual processes and reducing the IT burden

RESULTS

- Improved contract accuracy to 95% at the point of creation
- Increased transparency into the contract process and reduced the drain on the team's bandwidth
- Accelerated some contract cycles by a minimum of 50% going from weeks to days

Customer Profile

The Chelan County Public Utility District was formed in 1936 by local voters who wanted affordable power for residents. Over time, it expanded to provide water, wastewater public utility, parks and wildlife, and telecommunications services, and currently operates the nation's second-largest, nonfederal, publicly owned hydroelectric generating system. Its strategic plan and vision include providing "the best value for the most people for the longest time."

Business Challenge

Like many growing organizations, Chelan Public Utility District was using a custom-built solution to support partially manual, unique contract processes. For years, the IT department maintained the system directly and made updates that ultimately left the code base difficult to support. Other challenges included:

- An increasing number of contract requests from across the organization introduced a growing, error-prone burden on the contracting team.
- The workflow and approval processes were time-consuming and subject to delays. Many requests needed anywhere from three to five separate approvals in addition to multiple signatures.
- The organization needed greater transparency. Managing the complex workflow and updating stakeholders on the status of requests was a significant bandwidth drain on the team.

A replacement was necessary.

Solution

Mark Belton, Chelan County PUD's Contract Specialist II, researched numerous solutions. However, none met his unique requirements, nor did they offer the flexibility necessary to support his business processes. A neighboring utility company, Grant PUD, suggested Corridor's contract management solution, Contracts 365. With similar requirements unique to public utilities, Grant PUD had significant success with Corridor Company. A deep dive assessment confirmed that Contracts 365's feature set not only matched Chelan's current needs but provided the functionality necessary for future business requirements.

Results

After using Contracts 365 for a few months, Chelan experienced immediate results. The solution's cloud architecture provided an easy integration to other products, including a popular electronic signature solution. IT's support burden was reduced, and efforts associated with obtaining manual signatures were removed.

Contracts 365 automated the manual contract request process by leveraging contract templates to create contracts using only approved language, and conforming to specific business rules. Chelan saved time by not "recreating the wheel" while drastically reducing manual errors. The workflow and approval process was also greatly expedited. From one screen, Mark and his team can readily act upon requests, identify older or high priority tasks, and view requests by status, department, and stage.

"The Corridor team not only accommodated our specific needs; they were committed to our success from day one. The Contracts 365 solution provides all of our stakeholders with the immediate transparency they need; it has freed up the contracts team to focus on processing more requests and priority tasks. In some cases, what used to take us weeks to handle now requires a few days."

Mark Belton
Contract Specialist II
Chelan County Public Utility District

Contracts 365 also provides much-needed transparency. Requestors can immediately see the status and workflow stage of requests as well as requirements for additional documentation. Individuals and departments can "self-serve" when they need to see a contract or supporting document.

Mark estimates that 95% of their contract documents are now created with greater accuracy, and the contract cycle has been accelerated by at least 50% in some cases. With these efficiencies, the contracts team now has the time and bandwidth to focus on higher-value activities.

Looking to the Future

In November of 2019, the International Association for Contract & Commercial Management (IACCM) awarded Chelan with the Innovation and Excellence Award for Strategy Direction for the successful implementation of Contracts 365. Mark's next step is to take advantage of the solution's advanced metrics and reporting, such as turn ratios and hidden bottlenecks. Overall, Corridor's innovations will enable his team to expand their services to support Chelan's strategic plan.



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