

# SharePoint Customer Solution Case Study



## BT Improves Business-Critical Contract Management Processes

**Company:** BT

**Website:**

<http://www.bt.com>

**Country or Region:** United Kingdom

**Size:** 89,000 employees

**Industry:** Telecommunications

**Partner:** Corridor Company

**Partner Websites:**

<http://www.corridorcompany.com>

### Company Profile

BT is one of the world's leading providers of communications services and solutions, serving customers in more than 170 countries.

### Software and Services

Microsoft® SharePoint® 2010



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[www.microsoft.com/casestudies](http://www.microsoft.com/casestudies)

“Reduction of contract risk equates directly to the reduction of financial exposure. Likewise, the identification of opportunities equates to upside.”

*Paul Branch, Head of Deal Assurance, BT Americas*

BT, one of the largest telecommunications services companies in the world, is intensely focused on the optimization of their strategic processes – and specifically, their Contract Lifecycle Management (CLM) practices. With a vast array of information existing in disparate back-end systems, they were searching for a solution to readily aggregate and efficiently present their contract-related information. To address BT's requirements, the Corridor Company, a Microsoft Partner, implemented its Contract Management Business App for SharePoint (CM[.app]™). CM[.app] is a Business-Critical SharePoint (BCSP) solution that when coupled with a series of advanced line-of-business (LOB) integrations provides BT with critical contract management functionality to readily access their LOB data, improve decision making and reduce business risks.

### Business Needs

BT Group plc, trading as BT, is a British multinational telecommunications services company headquartered in London, United Kingdom. It is one of the largest telecommunications services companies in the world and has operations in over 170 countries. Through its BT Global Services

division, it is a major supplier of telecom services to corporate and government customers worldwide. Its BT Retail division is one of the largest suppliers of telephony, broadband and subscription television services in the UK with over 18 million customers.



corridor company

Mission Critical SharePoint



### Contract Process Challenges

BT has employed a collection of contracting processes using native SharePoint as well as a disparate collection of other tools. Despite their advanced practices, many of their processes were manual, repetitive and inefficient – including the tracking and alerting of their contract obligations, risks and opportunities as well as their individual and cross contract reporting and financial analysis initiatives.

### Automation Void

No automated processes existed for the creation of risks and opportunities based on the outcome or status of an obligation. Additionally, when risks materialized, the downstream processes associated with managing such risks – including escalations, form generation and dashboard visualizations – were manual in their creation and management.

### Line of Business (LoB) Connectivity

BT, similar to many other global organizations, has many back-end, LoB systems. When a risk or opportunity is presented, they may have a substantive impact on the financial data contained in other systems. As part of the CLM initiative, integration with these disparate systems and CM[.app] was critical.

### Solution

After assessing a variety of different options, BT elected to purchase Corridor's Contract Management Business App for SharePoint or CM[.app]. Working in conjunction with BT, Corridor created a Business-Critical SharePoint solution that leverages Business Connectivity Services (BCS), web-services, and SQL Server Reporting Services (SSRS). Built on top of SharePoint, CM[.app] serves as the foundation of the system and provides BT with a robust contract lifecycle management application. By utilizing BCS and SSRS, the Corridor and BT Team was able to connect Oracle Financials and other backend systems with CM[.app] and SharePoint. This integrated system provides BT with a

comprehensive dashboard enabling aggregated data entry and reporting capabilities. They are now able to easily and automatically extract content from BT's data warehouses to deliver strategic financial information instantaneously.

### Benefits

BT now has a homogenized and optimized contracting process which includes a reporting structure that allows for data to be joined from SharePoint and the various systems in place.

### Visibility into LOB Systems across the Company

Now the Contract Professionals, key liaisons into BT's strategic accounts, can easily manage their contracting process while also accessing financial data from Oracle Financials through the SharePoint connection. The easy-to-use and intuitive SharePoint dashboard provides real-time visibility into the contracts on a self-service basis.

### More Informed Decisions

Real time contract data is now readily available and BT can proactively manage contract obligations and risks much more effectively. Data can also be sliced and diced in a variety of powerful ways by virtue of the dashboard capabilities introduced with SSRS. Whether it is the Contract Professional, Account Manager or key BT Executive, any authorized user can view the status of the business and make more educated decisions.

### Reducing Business Risk

With BT, the reduction of contract risk equates directly to the reduction of financial exposure. Likewise, the identification of opportunities equates to financial upside. By using CM[.app] and the strategic LoB components built for BT, users no longer have to go through extensive manual and inefficient processes as they manage the complexities of the contracting process. With CM[.app] as a

Business-Critical SharePoint solution, BT has the right "equipment" to deliver their contracts successfully and profitably.

***Business-Critical SharePoint (BCSP) is a Microsoft partner program that includes top solution and service providers who focus on LOB integration with SharePoint.***