

Legal Operations Solutions

Contract Lifecycle Management



Quick links:

[Introducing CLM](#) | [What We Do](#)

[Case Studies](#) | [Key Contacts](#)

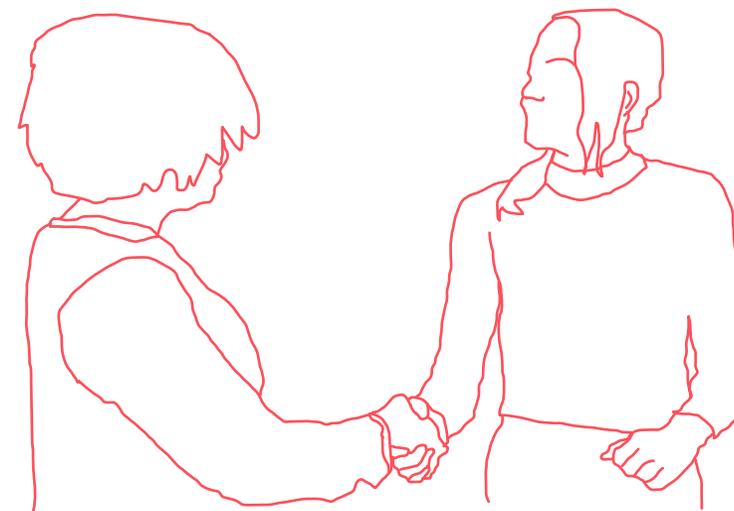


Contract Lifecycle Management

Contracts are critical for all organisations. They drive business, build relationships and manage risk. They are also a rich source of data and insight.

But contracts often take too long to agree and are too complex to understand. And it's not just about the words on the page. Each stage of the process, whether it's negotiation, approvals, signatures or in-life management can lead to wasted time, cost and revenue.

Optimising how contracts are managed generates huge benefits that go well beyond 'legal'. Better contract lifecycle management improves commercial and operational performance, as well as business insight and compliance.

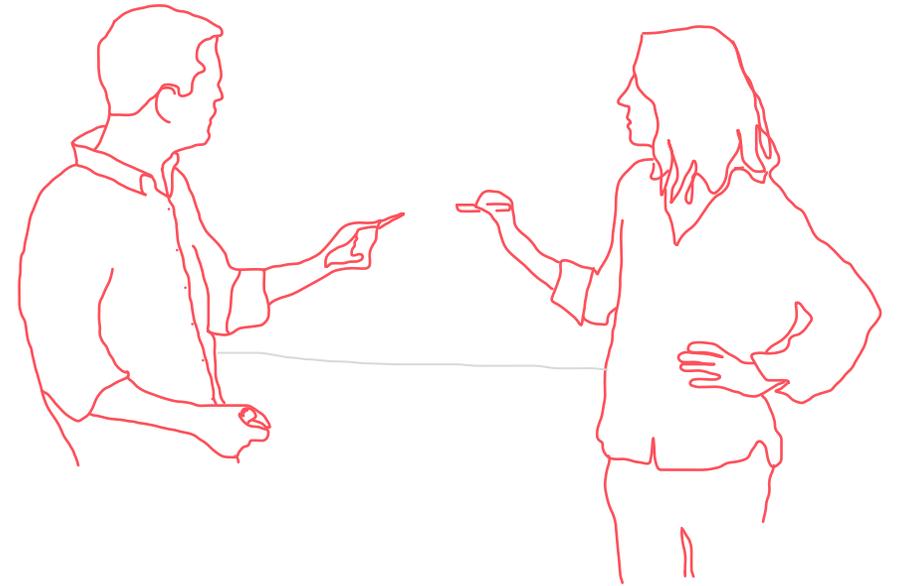


Contract Lifecycle Management

Simmons Wavelength has a team dedicated to helping clients improve the way contracts are created, agreed and managed throughout the whole contract lifecycle.

We also collaborate with lawyers from across Simmons & Simmons where specialist legal or sector knowledge is needed.

This document describes our approach to CLM and the solutions we offer. Whatever your aims or challenges, our experienced team is almost uniquely placed to help.



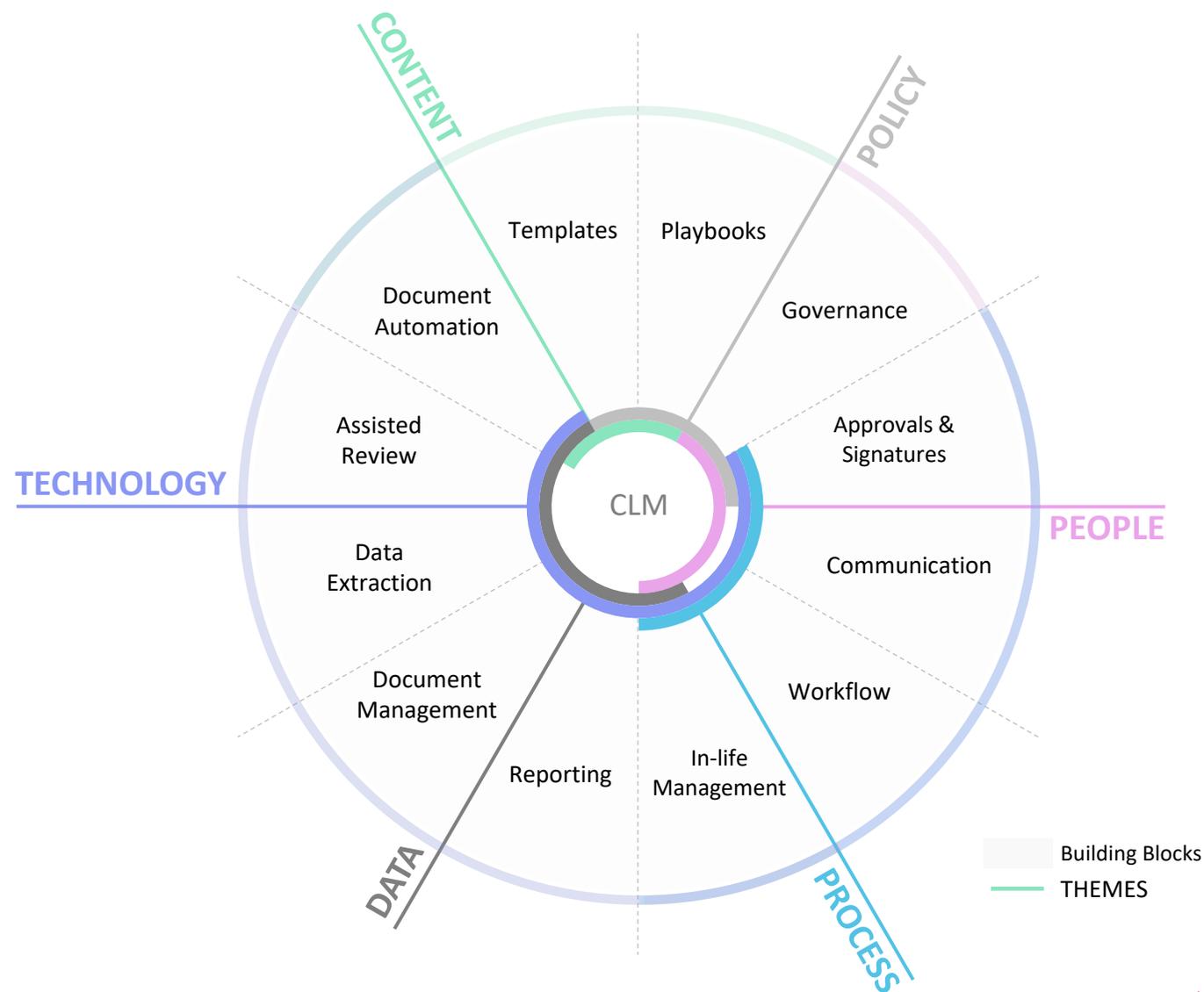
Contract Lifecycle Management

Our 360° View

We understand that CLM is not one thing. It is a combination of many connected parts.

We have developed a framework to capture the key 'building blocks' of a complete CLM capability. This helps to structure and scope our work with clients.

We know that not every issue will be relevant to all projects - but our work is always grounded in our 360° view of the whole contract lifecycle.



Contract Lifecycle Management

How we can help

CLM is not one problem, so there isn't a single solution.

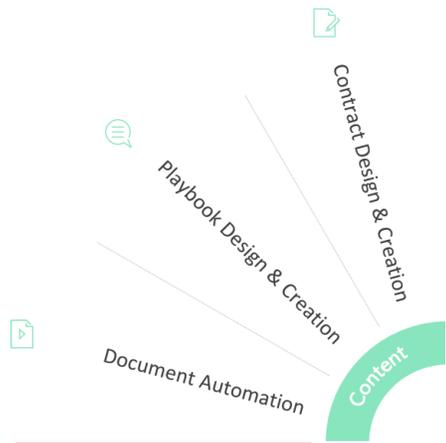
We have a multi-disciplinary team with a full range of capabilities to meet your needs. This includes experienced in-house lawyers, legal operations experts, data scientists, project managers and more. We also work with expert lawyers from across Simmons & Simmons.

For each project we will combine our skills and experience to deliver the right solution for you.



Contract Lifecycle Management

What we do



1.

We create, simplify and automate contracts & playbooks

Wavelength advises on all aspects of contract design, including:

- **Architecture** - how to structure contract documents so that they are flexible, easy to maintain and enable the use of technology
- **Content** – creating simple and pragmatic legal terms that improve understanding and reduce negotiation
- **Automation** - using technology to generate contract documents

We also design and create practical and interactive guidance and playbooks to accompany contract templates.



Contract Lifecycle Management

What we do



2.

We support business improvement and deliver change projects

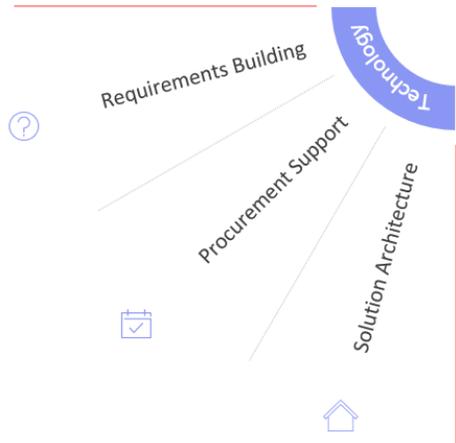
We help clients review and optimise their contract processes. This includes:

- **Analysis** – understanding existing ways of working to identify current capabilities, strengths and areas for improvement
- **Advice** – using our combined experience to design and advise on improved operating models and processes
- **Implementation** – supporting clients to deliver change projects, whether it's implementing new technology, project management or training



Contract Lifecycle Management

What we do



3.

We help identify and buy the right technology

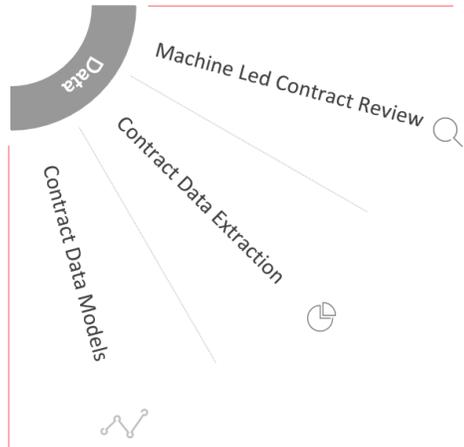
New technologies are transforming contract lifecycle management. With so many products on the market it can be difficult to know what's right. We regularly help clients with:

- **Requirements** – working with different business teams to understand how technology could optimise existing ways of working
- **Solutions** – identifying what types of tool(s) are most suitable, taking into account current systems, processes, people and budgets
- **Procurement** – using our templates and experience to help clients go to market to find the right solution (where appropriate)



Contract Lifecycle Management

What we do



4.

We extract, structure, clean and visualise contract data

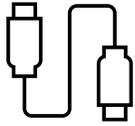
The ability to extract and use contract data is increasingly valuable in different situations. We typically help clients to:

- **Analyse existing contracts** – using technology to capture contract data for compliance projects, large transactions or on-going contract management
- **Review potential contracts** – using technology to speed up and improve the accuracy of contract reviews, support effective triage and decision making
- **Structure data** – defining consistent data models and contract taxonomies that enable better use of technology, reporting and contract management



Contract Lifecycle Management

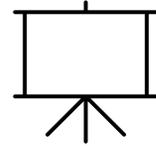
The way we work



We are technology agnostic

We have no commercial interest in driving particular products or solutions.

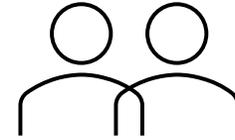
If we are designing solutions for you, wherever possible we will start with the technology you already have.



We are service design-led

We put the user first in everything we do.

It is essential to understand your users' needs and experiences. We will always strive to do this, whether we are designing new processes, presenting complex information or simplifying contracts.



We are part of Simmons & Simmons

We are part of a renowned international law firm that knows its clients and markets.

Where specialist legal advice is required, we work with experts across Simmons & Simmons to deliver seamless outcomes.



Case Studies

1.

Redesigning a contract process and cleaning contract data



2.

Creating a new suite of contracts for a cybersecurity business



3.

Advising a FTSE100 on its operating model for contract management



4.

Helping a global telecoms client buy a CLM platform and improve governance



Next section



Home

Case Study



Redesigning a customer onboarding process and extracting data from legacy contracts

Client context: A fast-growing technology company that runs a global platform for taxi fleets across the world.

The challenge: Historically, the client had not consistently tracked or stored customer contracts, which led to significant gaps and errors in contract data. We were asked to capture and clean data from the legacy contracts and improve processes for future contracts.

What we did: We re-modelled the client's contract sign-up process and ran an extensive data extraction exercise on the legacy contracts (aggregating data from three separate sources). We also supported with the selection of a new CLM platform. We delivered:

Complete and clean contract data uploaded to the client's CRM

User-friendly process maps for the new customer contract processes

Clear functional and system requirements for the new CLM platform

A targeted shortlist of CLM platform vendors

Our approach: We ran workshops with the client's legal, commercial, and onboarding teams to understand 'as-is' processes and define 'to-be' models.

We used bespoke algorithmic text extraction techniques to capture data from contract files in multiple formats, as well as from other sources, such as Slack messages.

We supported the client's data team to import the complete contract data into the client's CRM.

Tools

Process Maps
Data Extraction
RFP Requirements
Workshops

Themes



Capabilities

- Process Mapping and Design
- Requirements Building
- Procurement Support
- Contract Data Extraction
- Contract Data Models



Case Study

Creating a new suite of contracts for a cybersecurity business



Client context: A software company and world leader in providing security solutions for mobile devices and mission-critical systems in vehicles.

The challenge: The client had lots of contract templates that were outdated, very difficult to maintain and led to unnecessary negotiation. They were also unsuitable for new routes to market and new product lines.

What we did: We created an entirely new suite of contract terms, which achieved:

Much shorter contracts in a single document

A flexible, modular format

Reduced legal spend

Plain English and simple design

Easy automation

Our approach: We ran workshops to understand the client's products, commercial models, pricing and processes in depth.

We created contract architecture diagrams to visualise and agree the new contract structure with the client.

We developed the contracts in an iterative way, seeking regular client feedback and optimising the design to reflect user experience.

Tools

- Contract Architecture Diagrams
- Contract Templates
- Playbook Templates
- Workshops

Themes

Content

Process

Tech

Capabilities

-  Contract Design & Creation
-  Playbook Design & Creation
-  Document Automation



Case Study

Advising a FTSE100 on its target operating model for contract management



Client context: A household name in the telecoms sector with multiple, diverse business units serving consumers, SMEs, governments and multi-national businesses around the world.

The challenge: The client's Legal Transformation Team asked us to review its contract management processes and advise on ways to optimise its approach, with a particular focus on technology.

What we did: We ran a six week discovery exercise before producing an in-depth report with analysis and recommendations. Our report provided:

Clear summary of findings and recommendations

Visualisation of survey results by business unit and topic area

Pragmatic recommendations ranging from quick wins to future targets

Focus on achievable goals within the client's control

Our approach: We built a dynamic online survey that was shared with hundreds of people across the business. This allowed us to collect data in a structured way and analyse trends.

We led group workshops and one-to-one interviews that allowed us to ask more in-depth questions, with space for discussion and to develop understanding.

Tools

Workshops
Surveys
Data Visualisation
Reports

Themes



Capabilities

 Operating Model Analysis



Case Study

Helping a global business improve contract governance and procure a CLM platform



Client context: A large telecoms provider that operates in multiple emerging markets across EMEA.

The challenge: The client wished to implement new contract management processes to improve governance and manage contract risk across multiple operating companies. We were asked to support with defining new processes and procuring a new CLM platform.

What we did: After an in-depth discovery phase, we created a suite of deliverables to support the client's goals, including:

Detailed process maps for the new contract and approval processes

Dynamic and interactive online approval workflows

New approval forms to reflect the client's complex governance and data needs

RFP requirements for the CLM platform, created as bespoke and relevant user stories

Our approach: We ran multiple workshops (remotely and on-site) with the client's main user groups.

We developed and refined the deliverables iteratively over a 12 week period.

We used a 'low-code' automated workflow platform to model new governance and approval processes with the client before implementation in the new CLM platform.

For the RFP, instead of using static and generic requirements, we focussed on bespoke tests that reflected real-life scenarios for the client's user groups.

Tools

- Process Maps
- User Stories
- RFP Requirements
- Automated workflow platform
- Workshops

Themes

- Process
- Tech
- Data

Capabilities

-  Operating Model Analysis
-  Process Mapping and Design
-  Requirements Building
-  Procurement Support



About Simmons Wavelength

In 2019, Simmons & Simmons acquired Wavelength, the world's first regulated firm of legal engineers.

Simmons Wavelength is a multi-disciplinary team focussed on improving the delivery of legal services. Our work covers three broad and interlinked areas:

Legal Operations

Helping legal teams optimise the way they work by focussing on things like contract management, demand management, workflow and process automation.

Data Solutions

Using data science to accelerate and improve data-heavy tasks in a legal context, including complex document reviews, data extraction and visualisation.

Legal Design

Improving the communication of legal information and making legal services more accessible for those they are intended to serve.

If you would like to hear more about any of our services, do [get in touch](#).



Simmons Wavelength

Simmons & Simmons is an international legal practice with over 1,500 people located in 22 offices across Europe, the Middle East and Asia.

We focus on four highly regulated sectors – using specialist skills to understand your business and the forces at play around it.

By investing in solutions like Simmons Wavelength, [Adaptive](#) and [navigator](#) we consistently deliver smarter, more efficient ways to tackle our clients' most complex challenges.



Up



Home

Key contacts



If you would like to learn more, please get in touch:



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