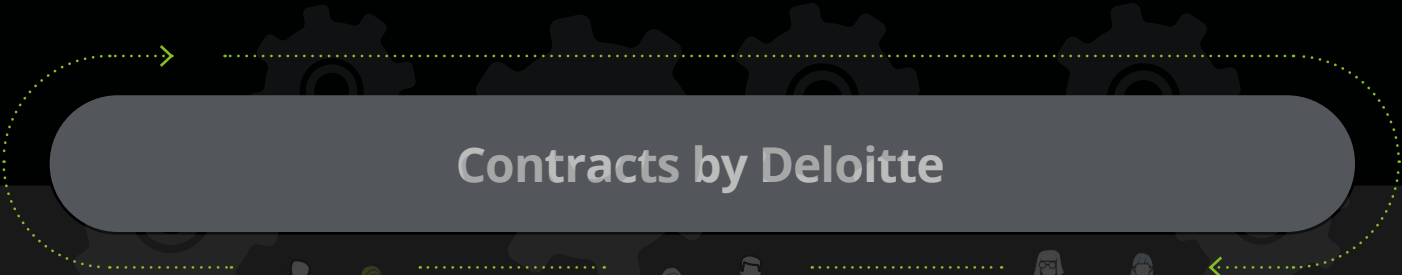


# Global Deloitte Contracts Case Studies



Hover over the icons to see more details. Click on the icons to go to the study case.



**Delivered with our cross-collaboration team set-up**



Contract Transformation Professionals



Legal Advisors, Deal Negotiators, and Dispute Specialists



Skilled Operational Contract and Commercial Managers

**Advising on all aspects of the end-to-end contracting journey**

## SERVICES DELIVERED

### TRANSFORMATION

- People and org design
- Process optimisation
- Template simplification
- Tech selection & implementation

### CONTRACTING

- Low complexity high volume
- Non-standard
- Strategic contracts
- Templates & playbooks

### MANAGEMENT

- Obligations & performance management
- Document retention, reporting & insights
- Change control
- Litigation & dispute management

### EVENT DRIVEN

- Repaper & remediation
- Distressed projects

# Large Pharmaceutical Client

## VALUE DELIVERED AT A GLANCE



**20%**  
reduced  
cycle time



**5%**  
reduction in contracting  
volumes processed

**40**

individuals stakeholders  
engaged through the process

## SITUATION

A large pharmaceutical client headquartered in Japan and spanning around 70 countries was looking to transform. Its priority was making the most of its people, processes and technology to create efficiencies in the business, but the challenge was bringing together its procurement and legal functions.

## RELATIONSHIP AND SOLUTION

Over 18 months, we used our global Centres of Excellence in the US, Poland and India, together with our skills in contracting and contract management, to help create a more efficient organisation.

We took a close look at how to develop more effective shared services to assist the client's ultimate goal of outsourcing the new function globally.

During the project we redesigned processes and put systems in place to help manage resources. We also made contracts simpler and easier to use and brought together their procurement and legal functions. The transformation achieved the client's vision of globalising efficiency across its business.



People & Org. design | Contract Creation & Generative AI driven

# Global Telecommunications Company

## VALUE DELIVERED AT A GLANCE

**45-60%**

reduced costs through faster contract creation and turnaround quality of GenAI output\*

100 documents

from **6 mo.**  
to **1 mo.**



Significant reduction of Legal and Commercial SME involvement up front



Consistency in approach & quality output



Digitised workflow, version control & document repository

## SITUATION

We are working with a global telecommunications company that is transforming its support services as part of a major reorganisation. This involves putting in place new contract service schedules – there are currently around 370 of these that define services, terms and prices offered to the client's 30 business entities.

\*based on stakeholders' assessment and feedback

## RELATIONSHIP AND SOLUTION

This deal is Deloitte Legal's strategy and vision in action as it brings together all of our Contracts disciplines – legal advisory, transform and operate. Our purpose built team recommended using Generative AI to accelerate the production of these schedules, saving time and money.

We brought in subject matter experts across legal, commercial contracts and the AI technology space and we worked closely with the company's AI tech team to guide them in how they need to set up the technology

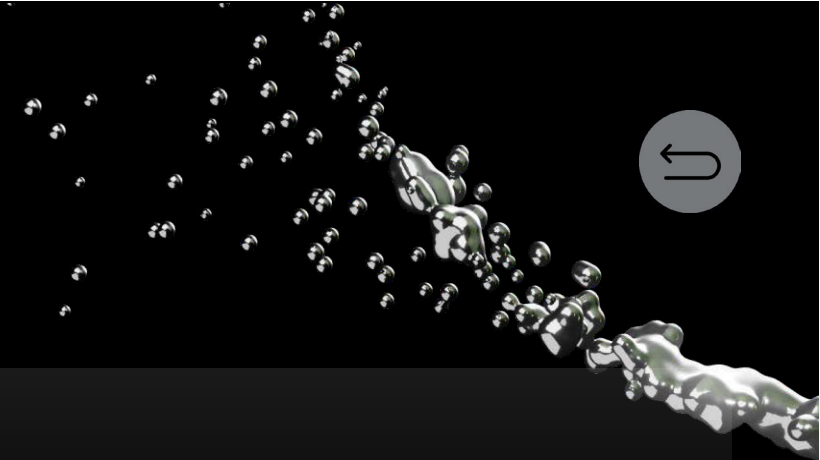
Our team maintained oversight of the production line, quality reviews and lessons learned



*This was the first time that GenAI had been proposed to the client and substantial cost and time savings were made possible by our willingness to think creatively about the client's challenges. Our insights on the future of contracting were also fundamental to the decision to adopt this new approach.*



# Global Recruitment and Placement Company



## VALUE DELIVERED AT A GLANCE

Freed up internal and external legal resources by **empowering the business stakeholders with business-friendly clause language, drafting notes, and playbook guidance**

- A NEW** → efficient approvals process
- SUPPORTS** → the new contracting process
- A NEW** → easy-to-manage obligation management
- SUPPORTS** → post-execution contract administration

- ✓ Improved readability
- ✓ Integrated branding themes
- ✓ Self-serviceable
- ✓ Easy to navigate and negotiate
- ✓ Business-friendly for all parties



**FROM 20+** years old  
**TO 15-16** years old  
Improvement on the **Flesch-Kincaid document readability score**

## SITUATION

A global recruitment and placement company had an outdated contracting process, which was a blocker to their growing business. They wanted to modernise and integrate Contract Life Cycle Management (CLM) technology so needed a new, business-friendly set of contract templates.

## RELATIONSHIP AND SOLUTION

Our multi-disciplinary team designed a set of consistent templates that maintained legal enforceability yet balanced usability with the client's preferred risk profile.

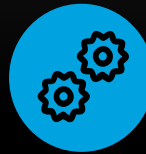
The templates had to be easy to use and locally compliant, while still being scalable across other jurisdictions. They needed to be accompanied by practical playbooks, approval processes and drafting notes, and be future-proofed for easy integration into a yet-to-be-determined Contract Lifecycle Management solution.

# Investment Banking Holding Company

## VALUE DELIVERED AT A GLANCE



**Helped to  
reduce operating  
costs**



**Improved Service delivery  
through a streamlined  
contracting process**



**Leveraged existing Contract Lifecycle  
Management tools and maximised efficiencies by  
producing a technology enablement roadmap.**

## SITUATION

Our client, an investment banking holding company, was looking for help to build a new tech-enabled global contracting operation.

The company wanted to improve service delivery through more streamlined contracting, manage highly skilled resources more effectively and prepare for a transition to a third-party contract legal management service, supported by CLM technology.

## RELATIONSHIP AND SOLUTION

Our approach was a combination of planning, design and implementation of both managed services and contract management.

We enhanced the client's procurement processes, technologies and procedures, which increased control, scalability, quality and transparency. We supported this with comprehensive playbooks and technology upgrades.

We also set up a managed service team that supported our client's Legal department through review and negotiations for three initial contract types, sharing reports and metrics.

# FTSE 100 Company

## VALUE DELIVERED AT A GLANCE

**Developing**  
**template contracts**  
that are tailored to  
the provision of  
**digital services**

**Maintaining**  
**consistency across**  
**customer contracts**  
and help to reduce  
time to contract, by

advising on  
best contracting  
practice

advising on  
the terms and  
conditions

advising on and  
helping **mitigate**  
**risks** associated  
with the project

developing **service levels**  
and a **commercial model**  
appropriate for a cloud-based  
data analytics and IoT service

### Enabled by

- ✓ Expertise as technology law specialists
- ✓ Experience of advising other clients on digital transformation projects

## SITUATION

Our client, a leading provider of engineered technology, wished to develop and launch a new cloud-based data analytics and IoT service offering for its energy industry customers, and required technology law specialists to support on the legal aspects of the project.

## RELATIONSHIP AND SOLUTION

We assisted our client in the drafting and negotiation of its contracts with the suppliers of the IoT devices and data analytics platform, and created template contracts for use by our client with its energy industry customers.

# Global Technology and Cloud Computing Company

## VALUE DELIVERED AT A GLANCE

**40 days**  
average contract  
lifecycle

Reduced overall  
contract lifecycle by

**12% ↓**

Reduced OpEx  
lifecycle by

**33% ↓**

**3,838**  
new contract  
requests received  
(Q2-Q4 2023)

**3,641**  
contracts  
processed  
(Q2-Q4 2023)

**\$473k**  
cost savings  
from **3 months**  
of invoice review



## SITUATION

When a global technology and cloud computing company needed to amend and set up agreements with more than 130 different suppliers, we established a team based in London and Poland to support our client.

## RELATIONSHIP AND SOLUTION

The team reviewed contract data and drafted template amendments and agreements for each supplier.

We created a playbook to use when negotiating with suppliers on our client's behalf and liaised with the company's legal and commercial functions.

All agreements were completed within an expedited timeline, and by leveraging our global Deloitte Legal network, we were able to work successfully across 25 different jurisdictions.

“

*Deloitte team's professionalism and commitment to the highest-level quality have brought huge improvements to the contracts operations. Everyone on the team has a great sense of responsibility and technical expertise that help protect our best interests. The leadership team at Deloitte is very strong which provides structure and clarity for the entire operations. Within one year of engagement, the Deloitte Legal team has not only helped us reduce turnaround time, but also improved operational efficiency and increased visibility / credibility while also expanding services to other pillars of the business.*



# Science and Technology Company

## VALUE DELIVERED AT A GLANCE

**120 / yr.**

agreements supported on average that help our client **procure and implement tech services** including cloud, AI, cyber and analytics tools.

  
**Safeguarding each technology investment, with**



efficiencies in the time to contract



efficiencies in the escalation processes

**Enabled by**  
✓ In-depth knowledge of the client processes and risk appetite, built over a number of years

## SITUATION

We have been advising a US science and technology company on a range of technology and digital services procurement and negotiation services across its global operations. This has covered the full range of client technology requirements from software and SaaS solutions, open-source review and procurement as well as complex multi-vendor sourcing and outsourcing from global vendors under MSAs.

## RELATIONSHIP AND SOLUTION

Our specialist technology lawyers have worked alongside the company's procurement and IT contracts leads on the buying approach, development of buying templates, supplier documentation, drafting and reviewing agreements, and negotiating with suppliers.

They have also advised on legal, commercial and operational risks.





# Worldwide Sports Brand

## VALUE DELIVERED AT A GLANCE

**Initially a three-month project, the relationship is still going strong.** We are providing a new style of Legal Managed Services support that is reliable long term but can be revised according to the client's needs.



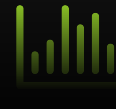
**1.5k**

contracts evaluated as part of the monthly reporting



**9**

law firms performance and spend incorporated in the report



**50+**

data points captured

## SITUATION

Since January 2022, we have been transforming the contracting and billing processes for a worldwide sports brand based in the US. Deloitte was initially approached to fill a temporary secondment role to support the client's Legal Operations and Legal departments.

We were given access to the client's systems, including sensitive data, making trust an inherent element of the project. Facing colleague shortages, the Legal Operations department was also tackling structural challenges, such as leadership changes and a corporate restructure.

## RELATIONSHIP AND SOLUTION

Our work has included:

- Setting up and maintaining matters in Legal tracker
- Establishing new law firms and solving set-up issues
- Reviewing invoices
- Providing frontline support for invoicing, payment and contracting issues
- Setting up E-signatures
- Stakeholder management

# Deloitte North and South Europe

## VALUE DELIVERED AT A GLANCE



More profitable **contract performance**

Enhanced by

- ✓ increasing the visibility of risks
- ✓ helping to provide greater control



More focus on **core business needs**

Enhanced by

- ✓ freeing up time for the firm's delivery and legal teams

## Helped to



enhance contract governance



standardise deliverables and process design



reduce value erosion



manage risk and improve resource efficiency

## SITUATION

When Deloitte North and South Europe required immediate contract support across Switzerland, Sweden, Belgium and the UK, we provided advice on key engagements and framework agreements that were high value or high risk.

## RELATIONSHIP AND SOLUTION

Our experienced team brought their legal, contract and commercial knowledge to help with end-to-end contract management across 63 engagements above £10 million.