Success Story

Kent Police Streamlines Complex Procurement Contract Management

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> *The combined power of SimpliContract's technology and JCM's expertise has expanded our ability to rigorously review, compare and contrast our two PFIs and provided the metrics to allow us to monitor the performance of our contracts and address any performance issues identified.*
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> **Mark Gilmartin**
> Director Of Support Services, Kent Police
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Summary

Kent Police, a prominent law enforcement agency, manages the maintenance of its facilities with Public Finance Initiative (PFI) contracts that are voluminous and complex in nature. They deployed our CLM platform to gain one-click access to all contractual documents, obligations, change requests, and invoicing. Kent Police can now effectively measure contractual performance and improve vendor management across multiple PFI contracts.

Challenges

Paper-based process
Kent was using scanned copies of physical contract documents in PDF format to manage their contracts.

Lack of collaboration among BUs
Due to the high volume of obligations, stakeholders missed out on a few key milestones and lacked collaboration.

Multiple variations in contracts
Kent was unable to track changes in contracts and derive real-time insights on deliverables and obligations. Due to the absence of a repository, these contracts were not accessible in one place.

No single source of truth
Both the customer and the contractor exchanged documents via different platforms, resulting in the absence of a central repository.

Contract governance
Since the scanned copies of physical contract documents were stored in PDFs, there was limited visibility into key milestones, obligations, and payment mechanisms.

Insufficient staff to manage contracts
With 1000s of contract pages and sizeable revenue at stake, resource availability to manage these contracts was a huge challenge.

Key Metrics

7800+ contract pages	**200+** legal documents	**340+** meta-searchable clauses
250+ obligations tracked and monitored	**130+** change requests handled	**5+** performance metrics tracked

The Solution

Kent Police is now able to get a birds-eye view to make data-driven decisions and ensure democracy in their overall contracting process. Their contractors and advisors were provided with machine readable digital copies of contracts and updates with permission-based access.

e-Discovery
SimpliContract's CLM platform was able to convert scanned documents in PDFs into a more user-friendly, indexed, and easy machine searchable/readable format for users to navigate using their electronic devices.

Version comparisons
For the first time, users have been able to access the contracts for PFI projects and compare different versions to decipher the amendments and performance of the projects.

Central contract repository
All contract documents are stored in a single repository with common access to tackle staff turnover.

Managing SLAs for change requests
The team was able to comply with the SLAs for more than 150 recurring change requests and managed all related obligation invoices in the repository.

Obligation Management
The platform supports the end-to-end governance process including key milestones, stakeholder collaboration, obligations, and related SLAs, and transparency across all stakeholders.

Real-time insights
Reports are generated in the form of pie-charts to provide insights on **Obligation Performance, Obligation Overdue, Tasks** in terms of their **statuses, types, and stakeholder-dependencies** etc.

Success Factors

- Easily configurable
- Ease-of-use for staff
- Quick deployment
- AI-led search capabilities

Future Scope

The ability of the platform to manage long-term, voluminous PFI contracts despite limited resources and staff turnover will allow Kent Police to influence other law enforcement and public sector agencies to implement a robust CLM platform.

About JCM

Just Contract Management (JCM) exists to support public sector clients to manage complex contracts. JCM's clients have the confidence that they are getting what they contracted for and that their contracts are providing the best available value for money.

We use cutting edge technology to provide Contract Management as a Service (CMaaS). CMaaS is a blend of technology with commercial and contract management services tailored to meet our clients' requirements.

About SimpliContract

SimpliContract is on a mission to democratize contracting and establish powerful contract management practices using the power of AI. We help in-house Legal, Sales, Finance, and Procurement teams simplify the process across the contract lifecycle and enable real-time collaboration for internal and external stakeholders.

Our end-to-end CLM platform empowers 20K+ users and stakeholders to manage contracts effectively and efficiently through a unified collaboration platform. Leading players in **Retail, IT, E-commerce, Ed-tech, Govt. & Healthcare,** and other industries across the globe trust SimpliContract for their end-to-end contracting needs.

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Simpli Contract
Intelligently Simple

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