



## A Global Talent Solutions Company Obtains Quality Assurance of its Contractual Review Process

### The Problem

Our client was part of a +\$10 billion global talent solutions (resource augmentation) group. The group had offshored its contract review function to a team in India. This had led to significant cost reductions. However, the General Counsel was concerned that the approach taken by the team in India was ad hoc and prone to inconsistency. In addition, there was no systematic way of ensuring contracts the team prepared were of a consistent quality.

### The Solution

The team at ContractProbe worked with the team in India to obtain data on the types of contracts they most frequently reviewed and the issues they sought to identify. Many of those contracts were already covered by ContractProbe's existing product suite. However, some of the issues were not treated in the manner that was most helpful to the contract reviewers. In addition, the manner in which the results were presented did not suit the working style of some of the firm's lawyers.

Over a three month period we worked with the team in India and the General Counsel to ensure ContractProbe operated in a way that was most useful to the team. In addition, we tailored the tool so that the issues of most concern in the contract review process were identified by the technology and reported on.

*"It provides solutions on how to tackle or draft a clause which is either missing or needs to be updated to ensure that it sides with our position either as a Customer or Supplier."*

*"The provided sample clauses are good enough to be directly applied into the agreement. Useful in time saving."*

### The Benefits

- Reviews of proposed engagement contracts are now conducted in a more systematic fashion.
- The quality of contracts being executed by the company has increased.
- The tool is now being used beyond the initial team in India and by more senior lawyers in offices throughout the world.