



## An Engineering Consultancy Makes its Engineers More Efficient

### The Problem

Our client is part of a global multi-billion-dollar corporate group. The consultancy arm of the business often has to enter into engagement contracts on the terms proposed by its customers. To minimise the demand on the business's scarce internal legal resources, the initial review of those customer contracts is usually done by the staff, often engineers, who will be involved in performing the relevant contract. Our customer's estimate was that those staff members were spending an average of 3 hours on each review, spread over 2 to 3 weeks.

Aside from the time taken by the staff in reviewing the contracts, the client's management considered that the people conducting those reviews could be spending their time more productively, including on work that could be charged to their customers. In addition, as the staff undertaking the reviews were not lawyers, there were concerns within our client's management that they might be missing important issues.

### The Solution

The team at ContractProbe worked with the client over a period of three months to determine the issues that were of concern to the client in reviewing incoming customer contracts. They then developed a set of rules to capture the client's internal expertise and incorporated those rules into the ContractProbe platform.

The tailored version of ContractProbe was then road tested by the client over a two-month period, with weekly and then fortnightly feedback sessions conducted to fine tune the results of the review. At the end of that period the client considered they were ready to use ContractProbe as part of their Business As Usual processes.

*"The tool is very useful as a first pass screening tool and picks up the majority of the issues identified by [internal] Legal."*

*"Contract Probe is easy to use. The tabulated output produced is easy to amend and transfer into our negotiation log. It also provides a succinct explanation behind the deviation and suggested amendments."*

### The Benefits

- The client's engineers now spend much less time reviewing incoming customer contracts.
- The time to review a contract has reduced to a maximum of one hour over an elapsed time of 2 to 4 days.
- Red flags are identified by ContractProbe early so that they can be resolved before the client's internal lawyers are engaged, saving lawyer time.