

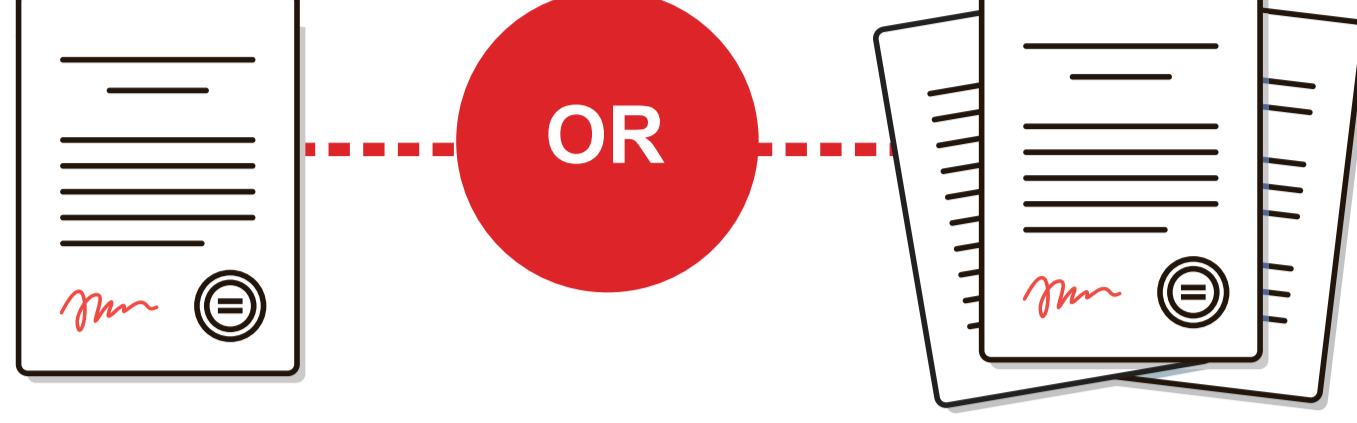
How to Ensure a Successful CLM Implementation

Your implementation period will define your organization's experience with its Contract Lifecycle Management platform.

All Implementations are Important

100s of contracts

1,000s of contracts



Regardless of the size of the organization, and regardless of if they've already been utilizing a CLM platform to manage as few as 100 operational contracts or 1,000s and 1,000s of complex referral source agreements, each implementation is important.

While healthcare organizations often experience the same challenges, each organization has unique needs and processes an experienced CLM implementation manager should collaborate to identify unique solutions for each client and each challenge.

Partnership & Collaboration

1 The ideal relationship between a contract lifecycle management provider and an organization comes down to two words: **partnership & collaboration**.

2 **Collaboration** allows the contract lifecycle management provider and the organization to collectively define success, identify opportunities for process optimization, and engage in open, proactive communication to stay on track.

3 **Partnership** requires the ability to understand that each organization has their own unique challenges. Partnering means learning the organizations' process in detail to fully understand what the organization needs to be successful.



4 At the end of implementation, the organization gets a fully functional solution, and adoption throughout the organization goes smoother because you've taken the time to thoughtfully partner and collaborate during the process.

Expertise & Experience

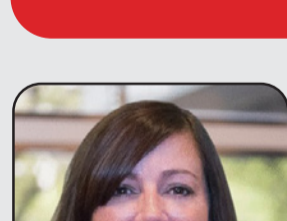
With every implementation, our experts share insights, recommendations, and keys to success that go well beyond the initial implementation period.

99%

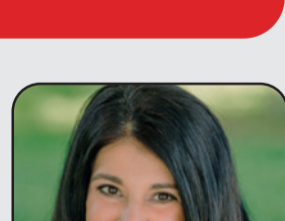
Ntracts' client retention rate.

"...[that's] the rewarding part about implementing, it's not just that the organization as a whole has a valuable software solution that they can use, it's those relationships that you've built. And they do make a difference."

- Sara Low, CHC
VP of Strategy and Operations, Ntracts



Sara Low, CHC
Vice President of Strategy and Operations, Ntracts



Stephanie Haywood, CHC
Vice President of Client Engagement & Advisory Services, Ntracts

The Do's & Don't's of a Successful CLM Implementation



Don't over extend your organization's internal team during the implementation process.

Don't require each stakeholder to attend weekly implementation meetings if they're not specifically necessary to the agenda items for that day.

Don't rely solely on developing and documenting processes in a vacuum and without support from your CLM partner.

Don't leave any ambiguity regarding roles and responsibilities between the healthcare organization and the CLM partner.



Do submit all necessary materials requested via an efficient process as directed.

Do intentionally bring in key contributors when specifically needed to provide context for the core implementation team.

Do work with a partner that will give trusted recommendations and guidance rooted in best practices, limiting the amount of decisions the organization needs to make and therefore further increasing the efficiency of the implementation.

Do clearly define expectations of each participant and clearly outline the roles and responsibilities of everyone involved.

Ntracts is the leading contract lifecycle management solution for healthcare organizations across the country. Driven by the expertise of dedicated contract compliance professionals, and powered by the nation's largest healthcare law firm, Hall Render, Ntracts has provided best-in-class, healthcare-focused contract lifecycle solutions to healthcare organizations for over 30 years.

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