

Symfact Performs:

Simply Effective Management
of

Large Complex Agreements.

Customer

One of the world's largest insurance groups and one of the few to operate on a truly global basis, the customer is a world leader in financial services and insurances. Its mission is to help customers understand and protect themselves from risk.

With over 60,000 employees serving customers in over 170 countries, the customer aspires to become the best global insurer as measured by their shareholders, customers and employees.

The customer offers a wide range of general and life insurance products and services for individuals, small businesses, mid-sized and large companies and multinational corporations. It has strong positions in North America and Europe, and growing positions in Asia-Pacific, the Middle East and Latin America.



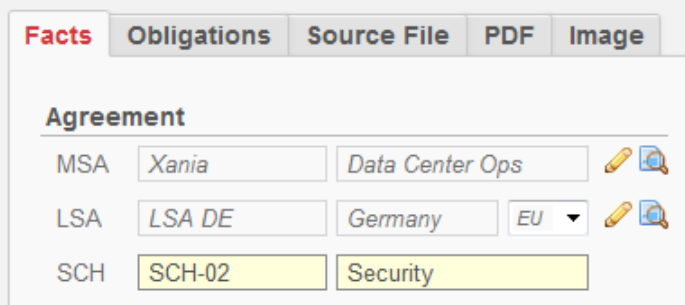
Business Challenge

Previous management of obligation control and reporting activities of large complex IT and BP outsourcing contracts were manually controlled across the company by using Excel sheets. These manual activities, document templates and process standards were inconsistently followed and inhibited control, precision, cost effectiveness and cycle times on compliance, negotiation, review and approval.

The nature of the business demanded complicated master contract documents, exhibits, local service agreements and associated schedules and review processes. Failure to meet all obligations within large and complex outsourcing documents (one IT outsourcing contracts consist of over 100 documents totaling approximately 500 obligations) can easily result in negative consequences such as missed savings, heavy fines, costly litigation, broken or damaged relationships, supply chain gaps, to name just a few. In addition there is a need to handle multiple, concurrent contract amendments during the lengthy contracting period of typically 5 to 10 years.

Solution

Working with Symfact the customer has now implemented its obligation management and reporting functionalities for large complex contracts over the complete lifecycle. The solution supports the management of different master contracts and its exhibits as well as subcontracts by individual jurisdiction together with its schedules. A key platform feature provides support for each single clause related obligation. Certain functional highlights are as follows:



The screenshot shows a web interface with a 'Facts' tab selected. Below the tab are several buttons: 'Obligations', 'Source File', 'PDF', and 'Image'. Underneath is a section titled 'Agreement' containing a table of obligations. The table has three rows: MSA, LSA, and SCH. Each row has input fields for various details and edit/delete icons.

Agreement				
MSA	Xania	Data Center Ops		
LSA	LSA DE	Germany	EU	
SCH	SCH-02	Security		

- Master and sub master agreements with exhibits and schedules
- Meta-data and document management
- Clause and obligation management
- Scoring documents and obligations
- Obligation classifications and tagging
- Triggering dates with email notifications
- Regional approval and document control
- Monitoring events and dates
- Status control by rated obligations

Benefits

Working with Symfact, the customer has improved its efficiency and visibility on the management of large complex agreements:

- Globally standardized review processes for all relevant obligations
- Post execution review process for terms and conditions
- Automated or individually set alerts for review clauses
- Automated tracking of non-compliant or overdue obligations
- Decreasing the costs of monitoring and reviewing contractual definitions
- Improving accuracy of obligations monitoring
- Tracking, scoring and triggering by obligation (clause)
- Reduction in companywide risks and exposure

Obligation
Approval
Action Control

Reference

Clause MSA ▼

MSA

Obligation Issue

Summary

Value

Acceptance Notify by SUPPLIER ▼

Region EU AM AP

Comments

Class C & C ▼

Original Clause Text

If and to the extent that a Party's performance of any of its obligations under the Set of Agreements is prevented, hindered or delayed by fire, flood, earthquake, elements of nature or acts of God, acts of war, terrorism, riots, civil disorders, rebellions or revolutions, pandemia or any other similar cause beyond the reasonable control of such Party (each, a "Force Majeure Event"), and such non-performance, hindrance or delay could not have been prevented by reasonable precautions, then the non-performing, hindered or delayed Party shall be excused for such non-

Alerting

EU Owner Gfeller Escalation Kyriakakis

Status

EU	AM	AP
Dormant ▼	Dormant ▼	Dormant ▼

Scoring

Doc Weight	Obligation Importance	Score	Importance	Review Due
<input type="text" value="4"/>	2 (medium) ▼	<input type="text" value="8"/>		11-Oct-2013

Triggering

Time / Event	Base Date	equal to	+/- Trigger	Due	+/- Alert	EU	Condition
Event ▼	User Entry ▼	<input type="text" value="10-Jan-2012"/>	<input type="text" value="+20"/>	29-Jan-2012	<input type="text" value="-5"/>	<input type="checkbox"/>	Force Majeure Event

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About Symfact.

Symfact is the leading provider of Contract Management and Compliance Management Solutions, enabling enterprise customers around the world to maximize revenues, minimize costs and actively manage contractual terms and risks, all on a single technology platform. With Symfact solutions, customers can effectively manage the documentation, deadlines, budgets, commitments, workflow, secure access and analysis tools related to contract management and compliance. As enterprises grow and change, the Symfact platform easily scales from departmental to enterprise implementations. In addition, Symfact solutions are readily configured to the enterprise's business processes and seamlessly integrated with required IT infrastructure.

Unlike the previous generation of hardcoded, rigidly defined solutions, the Symfact Enterprise Compliance Platform is built to leverage and support the latest international document and open technology standards. Industry trends reflect the growing consensus that Document-centric management domains are best supported through XML-based capabilities. Symfact has led the industry with this approach since 2002. Symfact offers its platform as either a hosted or on-site licensed solution, according to customer preference.

Uniquely providing a single technology platform for managing the multiple management domains within an Enterprise, Symfact is internationally regarded as the most configurable Contract and Compliance Management Platform on the market.

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