

Fastman Consulting and Solutions

AWB/Landmark Contract Management Case Study

AWB Limited is Australia's leading agribusiness and employs more than 2,200 people across more than 500 outlets worldwide and services over 110,000 customers. Landmark Rural Services, one of AWB's leading business streams, has been part of rural Australia for over 150 years and provides for a wide range of agribusiness needs including merchandise, fertiliser, farm services, wool and livestock as well as finance, insurance and real estate.

The Challenge

AWB and Landmark identified that its practices for managing contracts and paper records with its affiliates and 3rd parties did not meet their requirements in terms of traceability, renewal management, compliance with contractual standards, and finance control.

It was realised that considerable improvement in workload management and data quality could be delivered by centralising the creation and management of affiliate contracts, agreements and related information into a single managed repository that could be accessible from anywhere nationally.

Further, a range of information management issues were identified across several areas of the business that highlighted a requirement for a solution that addressed both the immediate needs around contracts management and broader corporate related document and records management.

The Solution

Following an extensive review, AWB and Landmark selected the Open Text ECM Suite as the standard corporate Document and Records Management system, and Fastman was engaged to design and implement a solution for Contracts Management that could be extended to support other requirements.

The Open Text Contract Lifecycle Management solution was deployed to centrally store and manage contracts and related information, providing a single point of truth and delivering document management features such as version and audit control.

Customer:
awb.com.au

Industry:
Agriculture, Forestry and
Fishing

Technology:
• Open Text ECM Suite
• Open Text Contract Management

Complete Content Management

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An integrated component of the ECM Suite, this solution enables users to see all related business information— such as contact details, contract related dates, and the current status of the contract—via a single portal view, but also ensures information is secure and can only be accessed by employees with the appropriate permissions and access, Finding information was simplified through the design of intuitive folder structures and dynamic folder presentation based on an employee's business function while user acceptance was addressed through a consultative design and implementation program that actively included business users throughout.

Reporting needs were addressed through integration with existing corporate reporting tools, and a training plan was developed and implemented by Fastman in conjunction with AWB and Landmark's internal resources.

The solution supports the management of affiliate contracts through their full lifecycle, from contract creation and approval, periodic reviews, renewals and finally termination. Through the use of reminders, contract managers are made aware of contract renewals and terminations in advance of the due date and the escalation process helps ensure none are missed.

The Result

AWB and Landmark have moved from a state-based paper solution to a managed model for the creation and lifecycle management of their affiliate contracts.

A single repository and single point of truth now exists for contracts, including the contract document itself as well as all related information such as letters, emails, interviews and reports. The information is secure, quickly available to the people who need it and have permission to access it, and risks associated with renewal or terminations are addressed.

Fastman Consulting and Solutions is a Platinum member of the Open Text Global Partner Program. Based in Melbourne Australia our consultants have over 35 years experience implementing, supporting and extending Open Text ECM systems.

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