

COBBLESTONE CUSTOMER SUCCESS

Background

[SUNY Upstate Medical University](#) in Syracuse, NY, is the only academic medical center in Central New York. It is also the region's largest employer with 9,460 employees. Affiliated with the State University of New York, Upstate's mission is to improve the health of the community through education, biomedical research and health care. Currently, both SUNY Upstate and [SUNY Downstate](#) are using CobbleStone's contract lifecycle management software.

Challenge

Nina, Systems Analyst at Upstate Medical University, explained the primary challenges in the organization's contract and vendor management process were tracking the process, storing and sharing contracts, and communicating the current status of the requests. Nina stated it would take three or more calls for an Upstate Medical University employee to determine who to contact in the department, and that the requestor was often confused as to where in the process the contract was, and how long the process was taking.

Solution

After implementing Cobblestone Software's Contract Insight™ Enterprise Edition, Nina described the process improvements as "great" and explained that customers will now call the contracting department and know who to talk to right away. She says, "We have been using CobbleStone for six years and always feel like CobbleStone is there when we need them."



Challenge:

Tracking, storing, and sharing contracts, and communicating efficiently about request status, was an issue within the organization.

Solution:

CobbleStone Software
Contract Insight™ Enterprise

Benefits:

- Easier Contract Audits
- Better Price Agreements
- More Efficient Communication
- Users Receive a "Concierge Experience"

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“Due to the easy dashboard configuration, we bring our users a concierge experience...Cobblestone is the most responsive and dedicated IT company I have ever worked with.”

Nina

~ Systems Analyst

CobbleStone Software

CobbleStone Software offers SaaS and on-premise (client-deployed) contract management solutions to assist companies in boosting revenue, reducing costs, and mitigating risk. Our contract management software enables organizations to effectively and efficiently manage their contracts through the entire contract lifecycle.

To find out more and schedule a demo, visit
www.cobblestonesoftware.com
or call 1(866) 330-0056

Benefits

Nina said many of the improvements from Contract Insight™ were not originally planned. Contract Insight™ improved contract audits by tracking affiliation agreements and now prevents the organization from resulting to list pricing by using the software to enter price agreements with manufacturers. She said users now receive a “concierge experience.”

About CobbleStone and Contract Insight™

CobbleStone Software is a leader in **contract management software systems**. We are among the first to offer a contract management software product and our products are the result of years of client feedback and industry knowledge. Our mission is to provide the most robust and simple-to-use contract solution on the market. Our contract software solutions are designed to save your organization money while maximizing your productivity. We’ve been selected by thousands of users worldwide. As a best of breed contract software vendor, we have leading clients in nearly every industry with a long track record of success and references. To learn more visit us online at www.CobbleStoneSoftware.com.