

# Upstate Medical University: A CobbleStone Software Customer Success Story

**Customer 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. **Read on to learn about Upstate Medical University's CobbleStone Software success story.**



UPSTATE  
MEDICAL UNIVERSITY

## AT A GLANCE

Customer: Upstate Medical University

Website: [www.upstate.edu](http://www.upstate.edu)

Country: USA

Industry: Education

Products and Services: CobbleStone  
Contract Insight® Enterprise Edition

# Upstate Medical University & CobbleStone Contract Insight® Enterprise Edition

## Upstate Medical University's Challenges

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.

## CobbleStone Software's Solution

After implementing CobbleStone 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."

## Customer Benefits

Nina said many of the improvements from CobbleStone Contract Insight were not originally planned. CobbleStone 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."

CobbleStone Software offers award-winning SaaS (web-enabled) and on-site (deployed) contract management software solutions to assist companies in boosting revenue, reducing costs, increasing configurability, reducing friction, and mitigating risk.

CobbleStone's contract management software suite – Contract Insight - enables organizations to effectively and efficiently manage their contracts through the entire contract lifecycle.

**Click here** to book a free demo of CobbleStone Contract Insight today!