

Procurement and Sourcing

# **Contract Lifecycle Management (CLM), 2022**

Market Insights, Competitive Evaluation, and Vendor Rankings

**April 2022**



# TABLE OF CONTENTS

---

Executive Overview .....	1
Market Dynamics and Overview .....	2
Key Market Drivers and Trends .....	8
Competitive Landscape and Analysis .....	14
Key Competitive Factors and Technology Differentiators .....	19
SPARK Matrix™: Strategic Performance Assessment and Ranking .....	21
Vendors Profile .....	25
Research Methodologies .....	73

## Executive Overview

---

This research service includes a detailed analysis of the global Contract Lifecycle Management (CLM) market regarding short-term and long-term growth opportunities, emerging technology trends, market trends, and future market outlook. The study provides a comprehensive market forecast analysis, competition analysis, and ranking of the leading CLM vendors in the form of the SPARK Matrix™. This research provides strategic information for technology vendors to better understand the market supporting their growth strategies and for users to evaluate different vendors' capabilities, competitive differentiation, and market position.

## Market Dynamics and Overview

---

A Contract Lifecycle Management (CLM) software automates and streamlines the end-to-end contract lifecycle from creation, negotiation, approval, execution, analysis, and compliance to renewal/expiry. The CLM software also provides a centralized contract repository for all types of contracts and agreements, including contracts from vendors, business partners, customers, employees, and others. The CLM software often stores supplier data, contract terms, negotiated prices, and other information to provide centralized visibility, enabling companies to execute contractual agreements faster and more efficiently. The CLM software helps the organization minimize administration costs and improve contractual performance, operational efficiency, and regulatory compliance.

The modern contract lifecycle management (CLM) systems have evolved significantly to cope with such a scenario. They now include automation, advanced analytics, and artificial intelligence capabilities to enhance contracting performance, minimize risks, and reduce administration costs. These growing technological advancements are ushering in complete digitalization of the contracting processes, enabling organizations to achieve higher operational efficiency. The modern cloud-based CLM systems are witnessing this automation by integrating aspects of contracts such as workflows, templates, clause libraries with CRM, sourcing, P2P, ERP, and other such solutions, along with third-party e-signature and storage repositories. The systems can now support various use cases, including updates on contract renewal dates, enhanced control over terms and conditions or discount terms for the purchase of higher volumes, shortened duration of contract execution, and more. The AI-powered CLM software can manage end-to-end contracting processes efficiently and help organizations save costs and reduce time. The future CLM systems will be focused more on outcome-driven CLM business models. These systems will support enhanced horizontal and vertical collaboration on solution delivery across the ecosystem. The maturity of AI and ML capabilities will deliver end-to-end performance improvements across the CLM platforms. Besides, there will be a focus on integrating the contract-centric platform with buy-side and sell-side systems to optimize and drive enhanced visibility across the contracting process.

Growing digitalization triggered by the Covid-19 pandemic across various industries globally, emerging innovative business models with different licensing structures and diverse payment types, and ever-growing complexities of governance, risk,

and compliance processes are driving the need for enterprise-wide contract lifecycle management systems. The global pandemic has disrupted the entire supply chain, obliging organizations to ensure business continuity and resilience to confront pervasive uncertainty. Due to growing uncertainties, organizations prefer to amplify their savings, optimize end-to-end CLM operations, ensure complete contract-level visibility, and manage their overall cash flow with minimum risk.

Post the pandemic, product features and price are no longer the primary consideration, as customer experience is becoming the primary differentiating factor for brands to sustain. Brand owners that focus on delivering more exceptional and innovative customer experiences are increasingly becoming more profitable and are winning over the competition. A customer-centric approach helps organizations drive improvements in customer loyalty, brand image, messaging consistency, and revenue growth.

The CLM application's value propositions of automating the contracting processes along with providing a centralized repository with consistent metadata tagging of contract terms & conditions, collaboration portal, negotiation intelligence, and contract analytics to optimize contract performance, improve compliance, and minimize administration costs are driving the market growth across the geographical regions and industry segments. Contract lifecycle management is evolving from an operational contract repository system to manage contracts for audit, legal, and compliance purposes, to a strategic investment for improving contract performance and minimizing business risks across an enterprise environment. Organizations are increasingly integrating CLM with their sourcing, procurement, CRM, ERP, e-signature, and other systems to enhance the performance of operational, financial, and risk management processes. CLM vendors are increasingly investing in artificial intelligence, machine learning, and advanced analytics to improve automated data extraction and metadata tagging of legacy contracts, provide AI-powered guidance for contract authoring in selecting the proper templates and clauses, enhance NLP (natural language processing) based search capability, and gain intelligent insights to identify emerging risks, obligations, and opportunities from enterprise-wide data assets.

Following are the key capabilities of Contract Lifecycle Management (CLM):

- **Contract Creation and Authoring:** The CLM platform offers pre-defined contract templates and an approved clause repository to create contracts. The platform provides customizable templates

that allow the modification and addition of specific fields by the authors. These templates can vary based on user type, contract type, supplier, and other criteria. A CLM platform often includes an interactive clause library from which the author can pull legal text to assemble the contract to ensure consistency in terms and conditions. The platform is equipped with a rule-based engine that ensures template approvals and facilitates dynamic contract creation through an approved set of pre-defined templates and clause libraries. A few platforms are equipped with smart automated contract approvals. This feature automates the approval process based on contract type and is based on pre-defined contract risk attributes. The platform also intelligently scans the contract document and suggests appropriate clauses from the pre-approved clause library. With role-based access, the CLM platform allows users to create new contracts or modify existing ones. It also enables involved parties to work efficiently and collaboratively on contract creation via chat, SMS, and emails. It offers permission-based contract access control that helps organizations maintain contract data confidentiality, restrain contract access, and mitigate risk. It also offers encrypted contract document transfer for higher privacy and protection. The platform enables users to collaborate during the contract creation process with appropriate approval workflow and document version control. A CLM platform can facilitate automated approval workflows by providing automated approvals for contracts that meet the pre-defined criteria. However, it also systematically channelizes the approval process wherever required by generating an audit trail.

- **Contract Negotiation:** A CLM platform offers collaboration tools that allow multiple parties to collaborate in real-time for contract creation and negotiation. This collaboration enables organizations to quickly compare, edit, and review agreements at the clause level and add internal and external resources during the negotiations. The platform can also automatically update the approval workflow based on updates concerning the negotiations. Non-legal associates can also securely share contracts, provide comments, redline, and track changes with an integrated built-in vendor/client portal. Many CLM platforms provide an AI-powered tagging contract document feature that helps the organization automate the process by categorizing and grouping the document and simplifying the review and negotiation

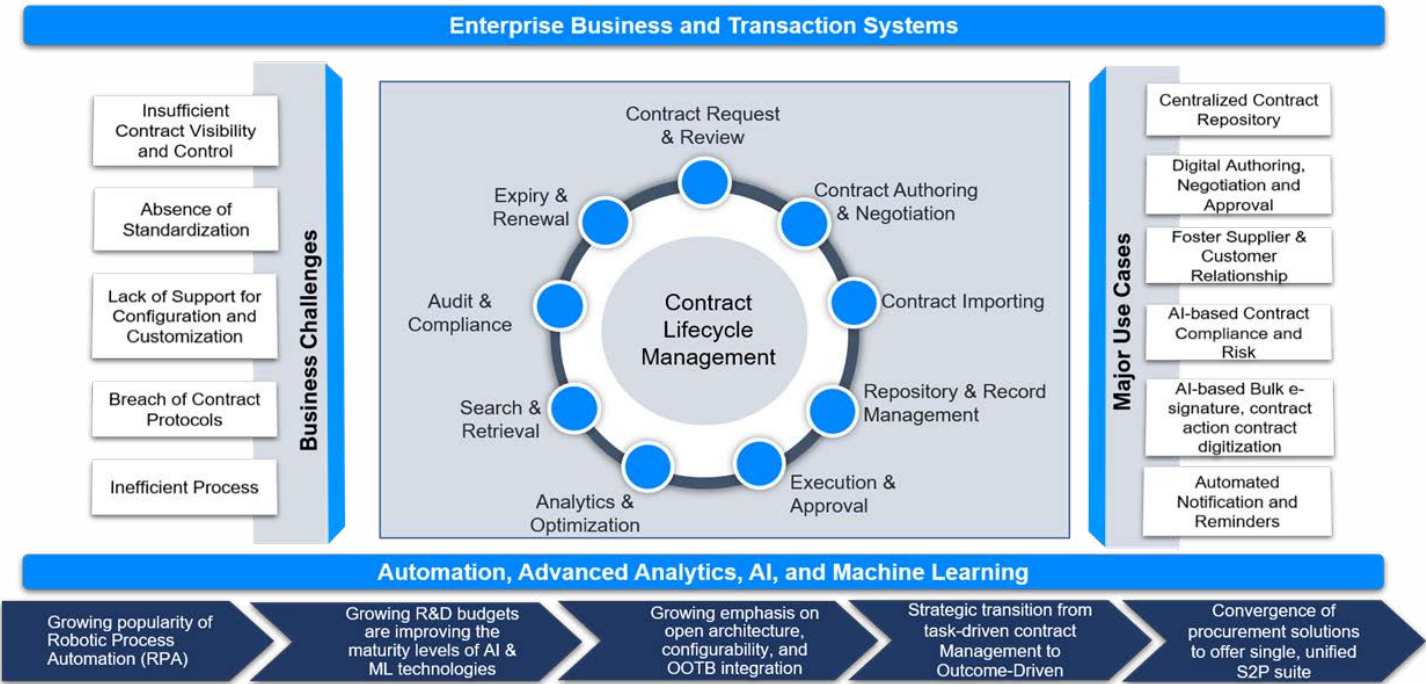
process. The platform also offers an integrated e-signature capability for seamless contract approval -a post-contract agreement by all the involved parties. It can offer multiple signs on single/multiple contracts and generate individual copies for each entity to mitigate any obligations.

- **Centralized Contract Storage:** A CLM platform offers a centralized contract storage capability that helps organizations to streamline and automate various stages of the contract lifecycle management process. The platform stores enterprise contract and related legacy documents, including supplier data, sourcing information, contract terms and conditions, and pricing details in a searchable central repository to expedite the contract management processes. The platform offers automated contract metadata extraction that extracts metadata from multiple sources, including price, clause, dates, names, obligations, milestones, and policy. A CLM platform may also leverage the capabilities of OCR technology for paper-based and unstructured documents as well as electronic documents like PDF attachments. OCR technology also enables the CLM platform to make these documents searchable through text. Moreover, it also verifies these unorganized documents against templates and clauses in the centralized contract library. The platform also offers a drag & drop document functionality straight into their repository. It offers multi-lingual and multi-currency support for translating and converting any contract document. The platform may also offer AI-enabled smart search feature that allows associates to virtually interact with virtual assistant bots to help users search and retrieve specific contract documents. It can also intelligently suggest the users create or search templates and clauses from the repository.
- **Analytics & Optimization:** A CLM platform offers real-time intuitive dashboards to gain unified contract visibility that helps organizations evaluate and optimize various aspects of the contract lifecycle. The platform provides pre-built report types, dashboards, templates, and graphics and offers visibility to KPIs to enable organizations to monitor and measure performances. The platform offers tools that allow users to create their custom reports using pre-built report templates or add their attributes to meet their specific business needs. The platform can help organizations build and analyze charts, graphs, and reports

to align with the targeted business KPIs and perform root cause analysis to find and resolve any bottlenecks in the CLM processes. It also offers actionable insights related across areas, including contract renewal, confidentiality provisions, expired contracts, and overall trends across pricing, payments, and more, helping organizations make intelligent decisions.

- **Audit & Compliance Management:** A CLM platform provides visibility of contractual relationships and compliance across the enterprise. It provides comprehensive contract tracking and reporting of contract amendments, clause penalties, and other compliance-related requirements to continuously measure contract performance and mitigate compliance risk. This helps the organization to enhance their business by saving and minimizing manual tracking and having recurring obligation tracking at a particular schedule. The platform can automatically analyze each document and provide a risk score as per defined parameters. This helps the organization to identify business risks and the debated clause could be highlighted. It can also generate an audit trail from the beginning of contract creation. Organization can easily review the new contract and generate an audit trail.
- **Contract-related Reminder and Notifications:** A CLM platform provides configurable reminders and notifications features that help organizations get accurate contract expiry and renewal notifications before due dates. This helps the organization mitigate financial risk for the parties involved during the end-to-end contract management process. Many AI-driven CLM platforms generate automatic email reminders & dashboard notifications for each task, contract, and contract workflow escalation and milestone. The platform generates a notification for change contract amendments, contract creation, approvals, negotiation, and contract renewal. The platform also shares the contract-related information on a dashboard to facilitate an accurate contract renewal process.

Figure: Contract Lifecycle Management (CLM)



## Factors Influencing CLM Market: Market Drivers and Trends

---

The followings are the dominant technologies and market development influencing the overall global CLM platform and market growth:

**Leading CLM Vendors Are Significantly Investing in Improving the Maturity of Advanced Analytics, AI, and Machine Learning Technologies to Further Enhance Contract Visibility, Contract Intelligence, and End-to-End Performance Optimization:** Vendors are focusing on offering AI-driven CLM platforms to improve efficiency, gain visibility, assess risk, and reduce overall costs. CLM vendors are enhancing the key functionalities of their CLM platforms with machine learning, decision management, semantic analysis, AI-driven analytics, text analytics and natural language processing (NLP), intelligent recommendation, virtual agents, and more. The AI-powered contract authoring and negotiation capabilities help organizations to optimize the contract creation process and help associates to intelligently negotiate based on predictive analytics. Vendors are also offering AI-powered recommendation guides for technical and non-technical business users to build and select similar contracts from pre-approved templates and clause libraries.

CLM vendors are also working on providing workflow automation and a robotics process automation (RPA) tool to optimize contract creation processes and reduce risk through automation. In addition, vendors are offering AI-powered contextual insights and negotiation intelligence to optimize processes while reducing risks. From the repository and record management standpoint, CLM vendors are enhancing their AI/ML-driven CLM solution to enable importation, digitization, and analysis of third-party and legacy contracts in various formats. Vendors are also offering robust text analytics and natural language processing (NLP) based search and retrieval capability to simplify the process of finding any contract from the cloud-based repository. Moreover, the voice-powered search is not only helping users to find contracts but also categorizes the digital documents based on various identifiers such as contract type, contract generation date, contract signing date, tags, and more. AI-powered CLM platforms are also helping organizations to identify risk and compliance issues across their entire contract portfolio. The platforms also enable the organizations to set up user-defined and exception-based alerts about various events (contract renewal, contract breaches, and more) occurring throughout the contract lifecycle. Vendors are enhancing

their CLM solutions to deliver sophisticated analytics, data visualization, and reporting capabilities that help organizations gain exceptional visibility into contract performance and discover relationships between entities or parties. It will also help users to effectively negotiate to make critical business decisions by assessing supplier risk and performance. It is also helping organizations efficiently address the critical aspect of resource allocation to eliminate operational costs.

Vendors are infusing predictive and prescriptive analytics into the CLM solution to help organizations assess potential risk by underscoring missed clauses, anticipating business performance, and comparing them with actual outcomes. These capabilities are helping organizations to identify and improve operational bottlenecks and optimize the speed of the contracting process. Moreover, AI-driven CLM solutions provide contextual intelligence for visualizing and discovering complex relationships across contract portfolios to improve compliance and minimize risks. It is helping to create ad-hoc reports based on any concern or metadata in the contract repository. The AI-powered CLM solution also supports the extraction of metadata elements (such as contract and payment terms, validity period, and more) for monitoring the KPIs, entitlements, and more. From an audit and compliance management perspective, the CLM platform's advanced analytics and AI/ML-driven capabilities support seamless integration with business and transaction systems to ensure automated contract compliance. Vendors are also offering additional features such as automated tracking and reporting support to monitor service levels and performance obligations, proactively identify and resolve governance, risk, and compliance issues and ensure compliance with global regulations (GDPR, CCPA, and others).

**Continued Enhancements on Workflow and Intelligent Process Automation Capabilities are Driving the next Level of Contract Performance:** Organizations of all sizes are making continuous efforts to reduce the contract-related turnaround periods, improve workflow efficiency, and streamline bulk processing. While CLM solutions improve the overall efficiency of contract lifecycle management, the adoption of RPA helps CLM vendors streamline various processes based on earlier workflows, automate tedious or repetitive tasks, and yield higher productivity. As a result, CLM vendors are increasingly integrating robotic process automation (RPA) technologies for contract automation. Modern CLM solutions equipped with RPA are helping organizations to automate various processes across CLM stages, including document creation, approval, and automated alerts. The approval process includes multiple levels, commercial terms, and languages that often vary based on the other party's demands during negotiation. RPA is helping in streamlining and standardizing the approval and workflow management process.

It is helping organizations to understand the outcome of previous contract-related decisions, modify processes based on these outcomes and provide approvers with recommendations. RPA is acting as a catalyst in improving operational efficiency and optimizing stakeholder collaboration. Therefore, vendors are leveraging RPA capabilities to deliver improved accuracy and compliance and efficiently manage the audit trails.

RPA-enabled CLM solutions are helping organizations to significantly reduce the costs associated with manual transactional business processes and non-compliant spending. They are also enabling organizations to understand the causes behind delays in the contract renewal process by providing timely alerts and notifications. These insights help buyer organizations renegotiate with the current supplier organization or find and approach new organizations to obtain the best deal. Vendors should offer a robust CLM solution equipped with RPA that provides organizations with technical viability, and economic sustainability and enables them to launch processes on a pilot basis. Various vendors are looking at outsourcing the RPA capabilities, while a few other vendors are looking at developing and providing native, customized RPA capabilities (rule-based automation) for automating facets of contracting processes.

**Growing emphasis on open architecture, configurability, and OOTB integration in the CLM market:** CLM vendors are focusing on offering CLM solutions built on a microservice-based open and scalable architecture to support global deployments, manage a range of contracts and provide flexibility to arrange various types of information within the contracts. With contracts ranging across diverse industry verticals and regions, the contracts' language (terms and conditions) differs, creating a need for configurable CLM solutions. Thus, vendors are increasingly focusing on offering a configurable solution to support any upgrades, meet organizations' demands based on their business workflow, and accelerate time to market. Many vendors are enabling organizations to configure their CLM solutions based on various contract attributes, approval rules, and complex integrations. Vendors are focusing on providing customizable APIs and RESTful APIs to integrate and sync organizations' data with any application seamlessly. Many leading vendors are also offering out-of-the-box (OOTB) integration with various business applications including CRM, ERP, eSignature, file sharing, sales software, and more, to cater to a wide range of industry use cases (digital collaboration, authoring, & redlining, centralized contract repository, AI-powered risk & compliance, analytics and more). A few CLM vendors are also partnering with other vendors to offer OOTB packaged integrations to

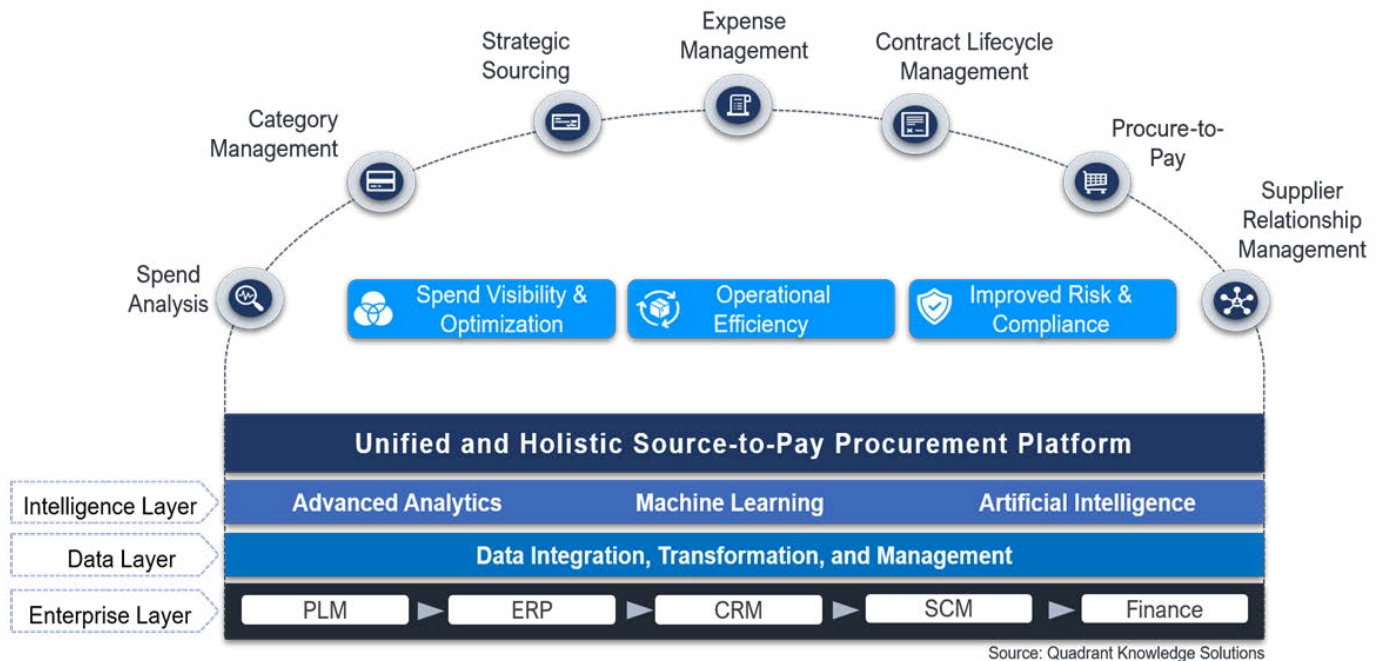
Procure-to-Pay (P2P) solutions. Vendors are also making efforts to provide a scalable solution with the ability to support tight integration with the buy-side and supply-side technology and offer support for multiple currencies and languages. Vendors are focusing on offering a robust solution that seamlessly ties buy-side (eInvoicing, eSourcing, eProcurement, project management, and risk management) and supply-side (revenue management, SFA, order management, CPQ, proposal management) solutions to help users compare products, gain enhanced visibility, streamline buying process, and improve the overall value proposition.

**CLM Market Direction: Strategic Transition from Task-Driven Contract Management to Outcome-Driven CLM Business Model:** Traditional contract management systems are majorly focused on making and managing contracts from an audit, legal, and compliance point of view. The legacy systems came with limited capacities for customization and integration with business and transaction systems. These systems were standalone and focused on task-driven management, and lacked interoperability. Presently, various CLM vendors make significant investments into improving contract authoring, contract negotiation, and contract execution (integration with eSignature tools) processes. Vendors are also investing in incorporating intelligence to perform process optimization, emphasizing visibility, analytics, and optimization to improve cycle time, speed, quality, and contract performance.

The CLM market is currently shifting from a task-driven contract management approach to a process-driven approach to contract lifecycle management and optimization. The CLM market will gradually shift from the current process-driven model to an outcome-driven business model. To keep pace with this transition in the CLM market, vendors are looking at enhancing horizontal and vertical collaboration on providing business solutions rather than just providing products and services. The CLM vendors are increasingly developing native capabilities or partnering with other vendors to provide an integrated platform for buy-side and sell-side solutions. End-users often expect the CLM vendors to provide a solution based on an open architecture that offers seamless interoperability to both upstream and downstream systems and addresses their present and anticipated challenges. With a growing need for high-level customization across industries, CLM vendors will be increasingly focusing on providing an industry-specific and use-case-specific integrated platform to solve industry challenges.

**CLM Vendors Focused on Offering an Advanced and Single Source-to-Pay (S2P) Suite:**

The Source-to-Pay (S2P) model was coined a few years back. But advancements in this concept have nudged organizations towards developing an end-to-end source-to-pay (S2P) suite that will help standardize and streamline both upstream and downstream processes. Solution providers are continuously focusing on optimizing the end-to-end source to pay suite with the inclusion of various standalone applications and modules such as supplier sourcing, consolidated spend analytics, invoicing and catalog management, purchase of goods and services, contract management, and supplier performance management. Most of the solution providers are focusing on shifting their existing systems into cloud-based platforms as part of their digital transformation initiative. Rather than managing and monitoring various components of the stand-alone application in the procurement lifecycle, the organization should opt for a single unified suite. This will enable the organization to gain unified spend visibility, enhance sourcing capabilities, mitigate compliance risk, and result in faster account settlement and advanced supplier management.



Organizations should also focus on managing their end-to-end procurement activities from demand generation to sourcing, supplier selection to bidding, bidding to contract management, all the way through invoice processing and accounts - with everything under a single umbrella. Instead of deploying several standalone applications independently, organizations should focus on adopting the S2P suite due to its quick deployment support. It will also assist organizations in reducing risk in contract management, contract approval, and negotiations by allowing the users to assess suppliers/vendors throughout the S2P process.

S2P will also help the organizations increase spending savings by achieving global visibility on their direct and indirect spending. This visibility will also help the organization to have better collaborations with suppliers and vendors, indirectly enhance trust, and have an edge to achieve better prices through negotiations. Additionally, S2P will provide a single view of each business project running parallelly at a glance. This will help the stakeholders to search for any projects and gain the real-time performance of business processes as per the defined KPIs. It will also help procurement managers, leaders, and stakeholders make intelligent decisions and quickly act accordingly. It will also help the c-suite to forecast accurately, identify trends, and effectively plan business objectives.

## Competitive Landscape and Analysis

---

Quadrant Knowledge Solutions conducted an in-depth analysis of major Contract Lifecycle Management (CLM) vendors by evaluating their products, market presence, and customer value proposition. The evaluation is based on primary research with expert interviews, analysis of use cases, and Quadrant's internal analysis of the overall market.

This study includes an analysis of key vendors, including Agiloft, ContractPodAi, CobbleStone Software, Conga, Coupa, DocuSign, Evisort, GEP, Icertis, Ivalua, SirionLabs, Synertrade, Scanmarket (Symfact), SAP Ariba, JAGGAER and Zycus. Coupa, Conga, CobbleStone Software, Docusign, GEP, Icertis, and Ivalua are the top performers and 2022 technology leaders in the global CLM market. These companies provide a sophisticated and comprehensive technology platform enabling automation across all functional areas of CLM. These companies provide comprehensive technology capabilities and are gaining significant traction in the global CLM market.

Agiloft, ContractPodAi, SirionLabs, JAGGAER, SAP Ariba, and Zycus have been positioned among the primary challengers in the global CLM market. These companies offer end-to-end, advanced CLM capabilities and are rapidly gaining market traction across a wide range of industry and geographical regions. The other key vendors captured in the 2022 CLM SPARK Matrix include Evisort, Synertrade, and Scanmarket (Symfact).

CobbleStone Software's CLM solution titled CobbleStone Contract Insight® provides various electronic signature options with configurable routing and storage of the fully executed agreement and previous versions on the appropriate record. The system includes a third-party eSign Connection Manager, which allows clients with a DocuSign, AdobeSign, or signNow license to leverage the third-party's electronic signature capability with CobbleStone®. Authorized users can initiate a signature process for DocuSign, AdobeSign, or signNow within the CobbleStone user interface. Once the signature process has been completed, DocuSign, AdobeSign, or signNow will reattach the executed document to the appropriate record in CobbleStone® Contract Insight. CobbleStone also offers a proprietary electronic signature tool called IntelliSign® & Document Collaboration Module. This module extends the core system's functionality and allows authorized users to create standard or rules-based electronic signature processes. Electronic signature processes can include internal individuals, internal groups, and/or counterparty contacts.

Icertis is among the leading innovators offering sophisticated CLM functionality for intelligent contract creation, execution, collaboration, negotiation, and risk management across all types of contracts, including buy-side, sell-side, and corporate contracts. ICI business offers comprehensive and robust applications, including sourcing, collaboration portal, obligation management, clinical trials & budgeting, promotions, rebates & royalties, and proposals to streamline end-to-end contract processes, centralized contract information, optimize deals, and mitigate compliance. Additionally, the Icertis Contract Intelligence (ICI) platform offers robust contract analytics, visualization, and search capabilities to help organizations significantly improve contract performance and minimize risks.

GEP offers an integrated CLM solution, GEP SMART enables buyers and suppliers to seamlessly collaborate and manage end-to-end contracts through a central repository across their business process. GEP SMART offers AI-based automation & bulk action features that help users create, manage, and update multiple contracts in a single instance. In addition, the platform offers an ML-based metadata clause creation utility that can extract data from multiple sources such as word files, PDFs, and images with less manual interaction. The utility can also automate various steps of the contract lifecycle, such as deriving a leaner workflow for non-disclosure agreements with standard T&Cs, a smart composer for getting the first draft created with ease, driving defaults and restrictions to further compact the lifecycle.

DocuSign enables streamlining of the contract lifecycle by automating manual tasks, orchestrating complex workflows, and eliminating unnecessary risk. DocuSign offers the eSignature API that enables requesting signatures, automating forms, and tracking documents directly from the application itself. The platform integrates with Oracle NetSuite to manage the workflow. It can also integrate with SAP ERP, SAP Customer Experience, SAP Fieldglass, and SAP SuccessFactors to streamline contract agreements and improve business processes, and ensure cost savings, reduced risk, and enhanced compliance.

Conga CLM platform enables organizations to perform digital onboarding, optimize their end-to-end contract processes, and help drive better customer experience with comprehensive contract visibility and machine-driven insights. Conga offers a robust technology value proposition through its key technology differentiators, including X-Author for Contracts, online contract collaboration, enhanced mobile capabilities and alerts, conga approvals, and built on the Force.com platform. The company recently updated its product with functionalities such as global and

speedy authoring, third-party paper import, self-service contracts, clause-level approvals, bulk OCR, and connecting external data sources via API data fields.

Ivalua's Contract Lifecycle Management offers an intuitive yet powerful ability to manage all aspects of the contract lifecycle in a single place. With collaborative authoring and automated workflows, stakeholders and suppliers can quickly agree and execute contracts in a timely manner. The platform offers a central repository that allows for easy searching and management of existing contracts with automated alerts on renewals, expiration, and other milestones.

SAP Ariba Contract Lifecycle Management platform will help organizations seamlessly manage procurement & sales contracts, IP licensing, internal agreements, and more. SAP Ariba CLM platform is capable to automate and accelerate the entire contract lifecycle. This will lead to standardizing and controlling contract development as well as strengthening operational, contractual, and regulatory compliance. SAP Ariba is well recognized to offer a unified procurement platform with industry-leading capabilities for suppliers chain collaboration solutions including strategic sourcing, spend analysis, procure-to-pay, CLM, and supplier risk and performance management solutions. The company is also focusing on its unique solution, SAP Fieldglass, as part of its services procurement and targeted for services sourcing.

Zycus' Contract Management solutions enable organizations to gain a real-time centralized contract repository, track contracts, ensure compliance, and reduce cycle time. Zycus' Merlin AI Suite is well recognized for its transform procurement model, which offers reduced TCO, mitigates risks, and improves turnaround time. The suite accelerates an organization's journey towards autonomous procurement with smart predictions and intelligent insights. The Zycus' Merlin AI Suite also offers contract discovery and instant review. Contract discovery enables organizations to automatically extract metadata from contract documents.

JAGGAER CLM is capable of quick contract creation & execution, mitigating risk, and improving compliance and savings. The platform's key differentiators include role-based access control, central repository, automated renewal, contract scorecards, and milestones. The platform offers role-based access to sensitive data that is safeguarded through intuitive business guidelines. The platform also issues reminders to pay a supplier in advance and provides an opportunity to negotiate with suppliers to achieve maximum savings. By providing dynamic templates, clauses, and metadata, the platform can also improve the contract creation and management process.

SirionLabs offers SirionOne, a smart CLM platform. SirionOne integrates CLM capabilities with advanced analytics to optimize the entire CLM operation process. SirionOne enables organizations to gain unified visibility into their contract portfolios, gain valuable contract intelligence insights, and more efficiently manage risk and compliance.

ContractPodAi's CLM solution provides robust capabilities including full lifecycle management, self-service desk, third-party contract review, and smart data analytics. ContractPodAi's CLM solution offers end-to-end contract lifecycle management with capabilities including automated contract risk assessment, integrated vendor negotiation portal, tracking, managing, and setting alerts, and version management. ContractPodAi leverages AI capabilities across its CLM solution to provide specific actionable insights pertaining to the company's legal risk profile. ContractPodAi offers a cognitive technology-enabled end-to-end contract analyst known as E: V for organizations to automate their contract regarding workflows and approvals.

Agiloft contract management software streamlines the processes of originating, executing, and monitoring contractual agreements. Implementing a contract management system saves organizations money on purchases, allows for more efficient sales cycles, and significantly reduces compliance risk. The versatile no-code platform from Agiloft provides speedy implementation and a fully expandable solution. Agiloft offers a comprehensive capability that includes Customer Support, BPM, CLM, Automation, AI, Legal Technology, and Contract Lifecycle Management.

Synertrade's sophisticated Source to Contract (S2C) solution's native and comprehensive capabilities helps organizations standardize and optimize the procurement processes, minimize TCO and quickly react to changing business scenario, opportunities and challenges. It provides a single portal for organizations to gain unified visibility by centralizing all their procurement information and making informed procurement strategies. Synertrade's CLM platform is capable of seamlessly managing and gaining unified contract visibility, real-time collaboration, approving/rejecting contracts, sing contracts, and mitigating compliance.

Scanmarket contract lifecycle management software automates the management of contracts, data, and documentation while also utilizing eSignatures to accelerate processes. Scanmarket offers comprehensive capabilities such as eSourcing, eProcurement, eAuction, eTender, eRFx (Request for Proposal / Request for

Information / Request for Quotation), Contract Management, Managed eRFx & eAuction Events, Strategic Sourcing, Spend Analytics, User Adoption, ROI, S2C, Source-to-Contract, Project Management, Supplier Management, Vendor Management, Contract Lifecycle Management, Third-Party Risk Management, and Upstream procurement. Scanmarket CLM provides key capabilities including Streamlined Contract Authoring, Contract Visibility, Compliance & Control, and a central contract repository.

Evisort Contract Intelligence Platform supports all types of contracts and has tighter integration with various enterprise systems such as ERP, CRM, HCM, BI, procurement, finance, accounting, and more. Evisort offers AI-powered OCR to automatically capture valuable insights from unstructured documents. It is also capable of automatically finding dupes and group-related docs to identify redundant counter-parties, consolidate spending across the company, and determine the most current operative agreement. Furthermore, Organisation can efficiently search all the contracts for counter-parties, clauses, dates, fields, and metadata. Based on the data and conditions automatically notify for contract expiration and renewal.

Contract Lifecycle Management (CLM) solution vendors are focusing on strengthening their technology value proposition by offering an intuitive dashboard, contact-level visibility, centralized database, AI-driven analytics, and support for software customization and configuration. Vendors continue to augment their AI/ML-powered capabilities for providing advanced contract authoring & negotiation including Contract intelligence and smart contract search, record management, analytics & optimization, and audit & compliance. Additionally, Leading Vendors are also enhancing their technology value proposition to offer a unified and integrated buyer-side and seller-side platform and solutions. Vendors continued efforts in improving the overall value proposition in terms of enhancing CLM functionalities and offering comprehensive solutions to address industry-wide complex CLM use cases in real-time are driving partnerships in the CLM space.

## Key Competitive Factors and Technology Differentiators

---

Following are the key competitive factors and differentiators for the evaluation of CLM software and vendors. While a majority of the Contract Lifecycle Management solutions may provide all the core functionalities, the breadth and depth of functionalities may differ by different vendors' offerings. Driven by increasing competition, vendors are increasingly looking at improving their technology capabilities and overall value proposition to remain competitive. Some of the key differentiators include:

**Integration and interoperability with buy-side and sell-side enterprise business and transaction systems:** Seamless integration and interoperability with the organization's existing technologies are crucial factors impacting the technology deployment & ownership experience. Contract Lifecycle Management (CLM) vendors may provide out-of-the-box integration connectors, well-documented APIs, and a RESTful API to achieve a seamless end-user experience and business process design. This leads to quick deployment, low IT involvement, ease of use, minimum maintenance, and faster ROI. Prospective users should evaluate CLM solutions that offer seamless integration with CRM, CPQ, ERP, repository, e-signature, and various other third-party solutions providers. The platform should offer seamless integration with P2P and other such modules for quickly converting bids to PO, contracts to RFX, contracts to catalog, RFI to RFQ, POs to invoices, invoice reconciliations to contracts, and others. A tightly integrated CLM system will enable the users to streamline their entire contract management process and enhance accessing and sharing of data across the enterprise in a secure environment. A CLM platform should offer a wide range of message types and communication protocols for exchanging information in more secure ways. The platform should also offer an in-house or third-party integrated e-signature feature to close the deal quickly.

**End-to-end automated CLM solutions:** Traditional CLM is associated with manual contract search, creation, negotiation, risk management, audit trail, and alerts. Users should evaluate CLM solutions vendors who are focusing on automating their end-to-end CLM solutions from the pre-contract phase to the post-contract phase for both buy-side and sell-side users. It will enable the organization to streamline and standardize its contract management process. Elimination of repetitive manual tasks will optimize the contract management

cycle time, improve risk management, and reduce cost by minimizing human intervention. It will also assist organizations in identifying contract leakage and maintaining automated contract renewal and expiry tracking. Users should also look for vendors focusing on providing automated workflows, authoring, and a built-in collaboration or administration feature. Users should also adopt vendors that provide automated metadata tagging and redlining the document for optimizing the negotiation process. Furthermore, CLM vendors are focusing on contract digitization by providing a drag-and-drop feature directly to their centralized contract repository. This will help users to add or share the contracts quickly. The users should also look for vendors that are offering robust e-signature features for seamless workflow approvals to quickly close deals. Users should also look for CLM vendors that provide automated tracking and monitoring of tasks and KPIs achievement with automated alerts and notifications on time.

**Ease of Configuration and Customization:** A CLM platform should offer ease of configuration and customization support without additional programming or custom code requirements. Users should evaluate CLM solutions that support configuration workflows and approvals according to their organizations' unique requirements and enable them to create their workflows using drag-and-drop visual workflow builders. They should also consider CLM solutions that eliminate the challenges of traditional configurations such as complex configurations, time consumption, and friction. It is imperative for vendors to strongly focus on providing actual end-user experience on customization and configuration by offering configurable business rules, flexible task templates, and workflow functionality. The solution should enable users to apply the task templates to their projects or types of workflows either in a parallel or sequential manner. Additionally, users should look for CLM vendors offering customer-specific and role-based contract access to ensure confidentiality.

**Robust AI-Powered negotiation intelligence:** A CLM platform should offer AI-powered negotiation intelligence support to simplify and streamline the processes of contract negotiation and contract termination by using automated workflows and past and anticipated data. The solution should leverage machine learning capabilities to seamlessly detect and identify patterns from contract data to improve future contracting processes. CLM solutions equipped with AI-driven optical character recognition (OCR) automatically scan contract documents and extract various attributes to review and negotiate contracts. The AI-driven CLM solution should provide insights from past contracts and intelligence from similar other contracts to set a realistic benchmark for contract pricing, discount, terms,

and conditions. The solutions should deliver ML-driven insights about the evolving behavior of contract patterns that will enable users to enhance the contract template, structure, language (terms and conditions), and clause alternatives. While various CLM solutions offer a basic analytics tool to deliver these insights, ML-powered negotiation intelligence is considered a key differentiator in the CLM space. From the perspective of the AI-ML application, the negotiation stage is a crucial area of improvement for CLM vendors. The AI-powered CLM solution should drive agility, efficiency, and speed across the contract negotiation process to reduce the overall time consumed from contract initiation to termination. It should help organizations mitigate the risk during the negotiation process and provide value to sales, legal, and procurement teams.

**Sophisticated contract analytics, workflow automation, and visibility:**

Organizations should seek CLM platforms that can offer sophisticated contract analytics, workflow automation, and visibility to streamline and optimize the contracting process and cycle time. The platform should offer an integrated, intuitive, and visually rich dashboard. This dashboard helps all stakeholders gain a real-time view of KPIs and make intelligent business decisions based on perspective and predictive analytics. This, in turn, assists the organizations in performing root cause analysis on all charts, graphs, and reports to identify bottlenecks. Users should evaluate a CLM platform that offers automated contract creation and self-service to streamline the contract authoring, approval, and negotiation process. The platform should offer automated metadata extraction and bulk contract import/export from databases. It should also offer automated bulk e-signatures from multiple contract addenda. A CLM solution should provide enterprise-wide contract visibility, serving as a single source of truth for each contract, supplier relationship, and performance datum. It should provide a single version of the document for effective audit control, negotiation, and approvals through a single unified platform. The CLM solution should offer a centralized contract repository that enables the users to access their contract and clause extraction. It should also offer virtual assistance, including text and voice-based search, to help the users interactively process requests and fetch desired documents from the repository.

**Current maturity and product roadmap to incorporate AI & ML capabilities:**

Adoption of advanced analytics, AI, and ML technologies are gaining significant momentum across procurement platforms, including contract management, strategic sourcing, procurement, and supplier risk & performance management. Vendors are focusing on offering an end-to-end contract lifecycle management process to optimize productivity, improve cost & cycle time, mitigate risk, and

automate the process. Users should evaluate vendors that provide intelligent contract clauses and metadata identification. The platform should offer intelligent contract search and insights and the capability to load and extract valuable information, such as contract data and type, from a significant amount of contract data. It should offer intelligent risk analysis and risk scoring to visualize risk assessment and mitigate overall contract risk. Users should also look for CLM vendors that provide cognitive support, such as cognitive search and AI-powered predictive analysis.

**Vendors' product, market strategy and growth:** Vendors' capability to formulate a comprehensive and compelling technology roadmap or product, market, and growth strategy is a crucial factor for users prior to the adoption of the CLM solution. The vendor should have a firm understanding of the market dynamics to analyze the potential investments of their assets. To gain a competitive edge or become an industry pioneer, the vendor should have a strong strategic objective and the ability to identify the critical trends that can be implemented across their business and the ongoing and anticipated market disruptions. They should also focus on improving customer usability and technology ownership experience. Users should look for vendors considering multiple horizons and adopting workflows and technologies core to their business in the future. Vendors should implement a gap analysis to determine priorities and deliver value to their stakeholders. Vendors' roadmap strategy execution should include specific timelines and estimated capital for each project. There should be a specialized team of delegations liable for the success of the roadmap and growth strategy.

## SPARK Matrix™: Strategic Performance Assessment and Ranking

Quadrant Knowledge Solutions' SPARK Matrix™ provides a snapshot of the market positioning of the key market participants. SPARK Matrix™ provides a visual representation of market participants and provides strategic insights on how each supplier ranks related to their competitors, concerning various performance parameters based on the category of technology excellence and customer impact. Quadrant's Competitive Landscape Analysis is a useful planning guide for strategic decision makings, such as finding M&A prospects, partnerships, geographical expansion, portfolio expansion, and similar others.

Each market participant is analyzed against several parameters of Technology Excellence and Customer Impact. In each of the parameters (see charts), an index is assigned to each supplier from 1 (lowest) to 10 (highest). These ratings are designated to each market participant based on the research findings. Based on the individual participant ratings, X and Y coordinate values are calculated. These coordinates are finally used to make the SPARK Matrix™.

Technology Excellence	Weightage	Customer Impact	Weightage
Sophistication of Technology	20%	Product Strategy & Performance	20%
Competitive Differentiation Strategy	20%	Market Presence	20%
Application Diversity	15%	Proven Record	15%
Scalability	15%	Ease of Deployment & Use	15%
Integration & Interoperability	15%	Customer Service Excellence	15%
Vision & Roadmap	15%	Unique Value Proposition	15%

### Evaluation Criteria: Technology Excellence

- **The Sophistication of Technology:** The ability to provide comprehensive functional capabilities and product features, technology innovations, product/platform architecture, and others.
- **Competitive Differentiation Strategy:** The ability to differentiate from competitors through functional capabilities and/or innovations and/or GTM strategy, customer value proposition, and others.

- **Application Diversity:** The ability to demonstrate product deployment for a range of industry verticals and/or multiple use cases.
- **Scalability:** The ability to demonstrate that the solution supports enterprise-grade scalability along with customer case examples.
- **Integration & Interoperability:** The ability to offer a product and technology platform that supports integration with multiple best-of-breed technologies, prebuilt out-of-the-box integrations, and open API support and services.
- **Vision & Roadmap:** Evaluation of the vendor's product strategy and roadmap with the analysis of key planned enhancements to offer superior products/technology and improve the customer ownership experience.

## Evaluation Criteria: Customer Impact

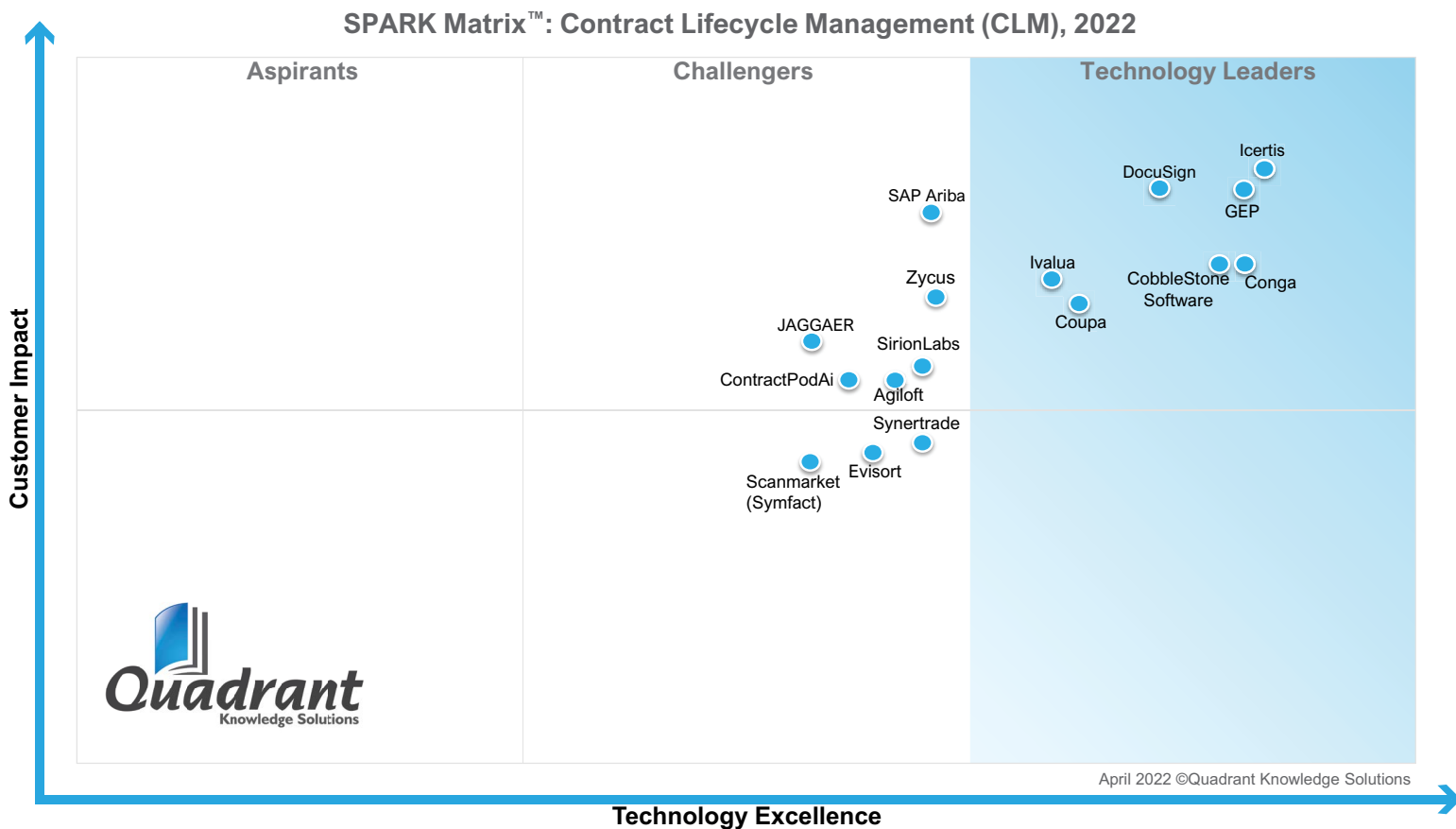
---

- **Product Strategy & Performance:** Evaluation of multiple aspects of product strategy and performance in terms of product availability, price to performance ratio, excellence in GTM strategy, and other product-specific parameters.
- **Market Presence:** The ability to demonstrate revenue, client base, and market growth along with a presence in various geographical regions and industry verticals.
- **Proven Record:** Evaluation of the existing client base from SMB, mid-market and large enterprise segment, growth rate, and analysis of the customer case studies.
- **Ease of Deployment & Use:** The ability to provide superior deployment experience to clients supporting flexible deployment or demonstrate superior purchase, implementation and usage experience. Additionally, vendors' products are analyzed to offer user-friendly UI and ownership experience.

- **Customer Service Excellence:** The ability to demonstrate vendors capability to provide a range of professional services from consulting, training, and support. Additionally, the company's service partner strategy or system integration capability across geographical regions is considered.
- **Unique Value Proposition:** The ability to demonstrate unique differentiators driven by ongoing industry trends, industry convergence, technology innovation, and others.

## SPARK Matrix™: Contract Lifecycle Management (CLM) Solution Strategic Performance Assessment and Ranking

**Figure: 2022 SPARK Matrix™**  
(Strategic Performance Assessment and Ranking)  
Contract Lifecycle Management Solution Market



## Vendors Profile

---

Following are the profiles of the leading solution vendors with a global impact. The following vendor profiles are written based on the information provided by the vendor's executives as part of the research process. The Quadrant research team has also referred to the company's website, whitepapers, blogs, and other sources for writing the profile. A detailed vendor profile and analysis of all the vendors, along with various competitive scenarios, are available as a custom research deliverable to our clients. Users are advised to directly speak to respective vendors for a more comprehensive understanding of their technology capabilities. Users are advised to consult Quadrant Knowledge Solutions before making any purchase decisions regarding CLM technology and vendor selection based on research findings included in this research service.

## CobbleStone Software

---

**URL:** [www.cobblestonesoftware.com](http://www.cobblestonesoftware.com)

Founded in 1995 and headquartered in Princeton, NJ, CobbleStone is a provider of Contract Lifecycle Management (CLM) software and procurement solutions. The company's AI-enabled, user-friendly CLM solution, titled CobbleStone Contract Insight, enables end-to-end management of the entire contract administration process. The CobbleStone platform offers CobbleStone Contract Insight Enterprise Edition for medium and large enterprises and CobbleStone Contract Insight Express Edition for SMBs and clients with simpler needs.

CobbleStone Contract Insight is used by thousands of users to manage contracts, alerts, compliance, drafting and authoring, IntelliSign electronic signatures, legal file tracking, procurement requests, workflow & tasks, financial management & cost control, vendor management with scorecards, and general risk & governance. The CobbleStone platform offers key CLM capabilities, including a centralized repository, file management, tasks alerts & workflow, document generation, financial tracking, searching, and reporting.

The CobbleStone platform offers a centralized repository that enables organizations to track an unlimited number of contracts, vendors, employees, committals, and obligations via a web-based solution. The platform also provides a variety of out-of-the-box fields for contracts, requests, vendors/customers, employees, and more. The platform enables authorized users to further configure the out-of-the-box fields to rename fields, change field characteristics, hide/remove fields that are not needed, and more. For a powerfully flexible experience, CobbleStone supports the creation of countless user-defined fields and offers robust configuration settings. Moreover, the platform offers a file management capability that allows authorized users to upload/attach unlimited documents, including MS Word, scanned documents, PDFs, TIF files, images, voice messages, emails, MS Excel, and many other file types. The system includes file OCR'ing, text searching, and VISDOM® AI-based data and IntelliXract™ clause extraction.

The CobbleStone platform also offers advanced task alerts & user-friendly workflow capabilities. The capability also supports complex configurable (AI or rules-based) approval workflows based on any combination of standard or user-defined data elements associated with each contract record like contract type, contract amount, department, employee, status, location, entity, and many other options. These workflows can be created in parallel & serial formats. This

ability to create workflows in multiple formats enables the system to alert key business users and stakeholders to status updates, process steps, assignments, information, requirements, deadlines, and more. Each contract record may have unlimited tasks and email notifications, one-off or workflow, which will generate calendar and email alerts.

Furthermore, the platform provides searching and reporting capabilities, as well as several scanning reports and several reporting tools, allowing enterprises to create their own bespoke and reusable reports. CobbleStone Contract Insight allows authorized users to effortlessly report data and documents related to contracts, requests, vendors/customers, tasks, and other areas with ease. CobbleStone Contract Insight also offers a complimentary native mobile app available for Apple and Android devices. The CobbleStone app allows users to access their system to easily manage contracts from their mobile device. CobbleStone's mobile app has seen high user adoption and increasing usage.

## Analyst Perspective

---

Following is the analysis of the CobbleStone's capabilities in the Contract Lifecycle Management (CLM) platform market:

- CobbleStone Software's CLM solution titled CobbleStone Contract Insight provides various electronic signature options with configurable routing and storage of the fully executed agreements and previous versions on the appropriate record. The system includes a third-party eSign Connection Manager, which allows clients with a DocuSign, AdobeSign, or signNow license to leverage the third-party's electronic signature capability with CobbleStone. Authorized users can initiate a signature process for DocuSign, AdobeSign, or signNow within the CobbleStone user interface. Once the signature process has been completed, DocuSign, AdobeSign, or signNow will reattach the executed document to the appropriate record in CobbleStone Contract Insight. CobbleStone also offers a proprietary electronic signature tool called IntelliSign & Document Collaboration Module. This module extends the core system's functionality and allows authorized users to create standard or rules-based electronic signature processes. Electronic signature processes can include internal individuals, internal groups, and/or counterparty contacts.

- CobbleStone's VISDOM Artificial Intelligence includes many advanced features such as automated OCR processing for PDF files, data extraction of field details from the electronic file, data extraction of individual clauses, text comparison, and more. The system provides data extraction settings for many out-of-the-box fields such as effective date, expiration date, vendor/customer name, contract amount, and more. However, CobbleStone Contract Insight allows authorized users to both change the out-of-the-box settings for this and create their data extraction settings for user-defined fields. CobbleStone Software also offers unlimited data storage to clients on its hosted SaaS platform. If the software is deployed on the user organization's servers, the platform allows organizational IT teams to determine how much data storage is available for the application. CobbleStone Contract Insight Enterprise supports an unlimited storage capacity for contract records and electronic documents and attachments without degradation in response time.
- From a geographical presence perspective, CobbleStone Software has a strong presence in the Americas. The company also has a presence in European Union, EMEA, Australia, and the Asia Pacific. From an industry vertical perspective, the company has a strong customer base in various industry verticals, including corporate services, high tech, electronics & semiconductors, healthcare, pharma & life sciences, government, financial services, education, and automotive and manufacturing sectors. Besides these segments, the company also has a presence in energy & utilities, CPG, retail & food and beverages, logistics & transportation, and more.
- CobbleStone Software is well-versed in the impending opportunities and challenges in the global contract lifecycle management (CLM) industry and has developed strategies and collaborated with leading technologies to address the rising trends in the digital CLM market. The corporation may encounter competition from both emerging and existing vendors offering comprehensive suite ranging from sourcing to procurement platforms. CobbleStone, however, is well-positioned to grow its market share in the global CLM market due to its complete roadmap vision, strong partner ecosystem, compelling customer value proposition, and robust functional capabilities, to harness CLM capabilities.

- From a product strategy and roadmap perspective, CobbleStone is constantly focusing on improving its key features and functionality by providing timely upgrades. The company also intends to leverage its platform by incorporating emerging technologies such as AI/ML/NLP throughout the platform. Furthermore, the company is focusing on CobbleStone connector plug-ins and apps, standardizing system integrations with compliance data aggregator services, and developing better areas in the CobbleStone Contract Insight Suite.

## Icertis

---

**URL:** [www.icertis.com](http://www.icertis.com)

Founded in 2009 and headquartered in Bellevue, WA, Icertis is a leading provider of enterprise contract management solutions. Icertis's cloud-based, AI-driven, API-first contract management software titled Icertis Contract Intelligence (ICI) platform enables organizations to intelligently manage and execute end-to-end contract operations. The platform is part of a comprehensive product portfolio offered by the company that also includes ICI business and AI applications, ICI experiences, and an ICI blockchain framework. The ICI platform offers native contract management capabilities, including intelligent contract setup, contract operations, governance, risk & compliance, and reporting & dashboards.

The platform's intelligent contract setup capability enables organizations to dynamically configure complex organizational models, contracting processes, and global business relationships. The platform enables users to create different types of agreement relationships seamlessly through an intuitive ICI platform. The platform also provides personalized role-based experiences for any type of user. It also manages highly confidential contracts with enterprise-grade security and administration.

The platform's contract operation capability enables end-to-end management of the contracting lifecycle, from flexible contract creation to efficient contract negotiation. This capability helps the organization optimize the cycle time and manage contracts at scale. The platform offers rule-based contract generation and self-service contracting support. It also provides collaboration tools that help the organization negotiate and seamlessly manage contract execution intelligently. Furthermore, it also offers contract administration tools for effective workflow and governance. The platform also offers advanced monitoring and bulk processing capabilities that enable quick responses to organizations' requirements.

The platform provides AI-powered governance, risk, and compliance capabilities that assist organizations in identifying, assessing, and managing contract risk and obligations based on proactive insights from ICI's compliance tools. The platform provides rule-governed content based on pre-built approved templates and contract relationships. The platform also offers intelligent contract negotiation tracking and dynamic approval workflows. Additionally, the platform is equipped with built-in reporting and dashboard capability.

The platform also offers advanced analytics and AI-enhanced contract intelligence tools that assist organizations in increasing visibility, optimizing contract cycle times, improving negotiation outcomes, conducting robust searches, and increasing ROI. It also offers a role-based dashboard feature that helps to improve overall business operations by measuring and monitoring compliance across the contracting process.

## Analyst Perspective

---

Following is the analysis of Icertis's capabilities in the Contract Lifecycle Management (CLM) platform market:

- Icertis is among the leading innovators offering sophisticated CLM functionality for intelligent contract creation, execution, collaboration, negotiation, and risk management across all types of contracts, including buy-side, sell-side, and corporate contracts. Additionally, the Icertis Contract Intelligence (ICI) platform offers robust contract analytics, visualization, and search capabilities to help organizations significantly improve contract performance and minimize risks.
- The ICI platform seamlessly integrates with major ERP, sourcing, procurement, CRM, CPQ (Configure, Price, Quote), product lifecycle management, project management, service management, and document management solutions. Icertis also offers ICI business applications that are built on the ICI platform, enabling organizations to address their specific business requirements. ICI business offers comprehensive and robust applications, including sourcing, collaboration portal, obligation management, clinical trials & budgeting, promotions, rebates & royalties, and proposals to streamline end-to-end contract processes, centralized contract information, optimize deals, and mitigate compliance.
- The company has introduced the Icertis Blockchain Framework, which enables enterprise organizations to enhance traceability and transparency across the supply chain, facilitate self-executing smart contracting, ensure ethical sourcing, improve regulatory compliances, and manage and monitor via advanced analytics of the ICI platform. The ICI AI application includes DiscoverAI, NegotiateAI, and VisualizeAI modules. The DiscoverAI app can seamlessly identify,

extract, and match the contract data, attributes, and clauses with the enterprise clause library to define contract type. The NegotiateAI app assists organizations in analyzing contracts, comprehending clause attributes, and locating similar precedents from a contract repository in order to optimize contractual negotiations. Furthermore, the VisualizeAI app offers organizations to load a large number of contracts and find the contract data.

- Icertis offers a highly scalable platform architecture to meet the complex contracting requirements of small to large organizations. This enables it to cater to multiple use cases, including automated documents, contract metrics, unified contract visibility, AI-powered contract digitization, centralized repository, and much more.
- From a geographical presence perspective, Icertis has a major presence in North America and the European Union, followed by the Asia Pacific region. The company is gradually expanding across Latin America, Middle East & Africa, and Canada. Icertis has a strong customer base that provides services to a wide range of leading brands in a diverse variety of industry verticals, such as energy & utilities, CPG & retail, manufacturing, BFSI, pharmaceutical and biotech, and professional services.
- Icertis is well-versed with the upcoming opportunities in the contract lifecycle management (CLM) market and has devised strategies to meet the emerging trends in the supply chain management market. The company may face competition from emerging vendors as well as well-established vendors offering integrated suites for sourcing and procurements. The company may also face a challenge from ongoing trends favoring market consolidation. However, with its contract-centric paradigm, robust AI, and functional capabilities, Icertis is poised to expand its market share in the global contract lifecycle management market.
- Concerning product strategy and roadmap, Icertis has enhanced its ICI platform with AI and blockchain capabilities till 2021. The company continues to invest significantly in improving its AI and predictive analytics capabilities to enhance contract execution, visibility, compliance, and risk management processes by leveraging advanced

insights from enterprise-wide data assets. Through its innovative maturity model, the company intends to take steps towards the full digital transformation of contracts and processes.

## GEP

---

URL: [www.gep.com](http://www.gep.com)

Founded in 1999 and headquartered in Clark, New Jersey, GEP is a leading provider of unified procurement and supply chain solutions. The company offers CLM (Contract Lifecycle Management) tools through GEP SMART™, an AI-powered procurement software platform that provides comprehensive and unified source-to-pay functionalities for direct and indirect procurement. The tools offer native CLM capabilities in a single source-to-pay digital environment. These capabilities include collaborative contract authoring, enterprise-wide contract visibility, intelligent contract repository, compliance tracking, reporting, and auto alerts and event reminders. During

GEP SMART is equipped with a contract wizard that supports contract facilitators in performing guided intelligent contract creation. The wizard can also be extended to business users to encourage self-service for special types of contracts or low-value contracts (like nondisclosure agreements). The wizard's steps can be configured by considering spend categories, contract types, and the outcome. The appropriate templates or clauses can be selected based on the user's responses. Users can also define language templates and clauses with alternate and fallback verbiage that can be readily leveraged for creating contracts. GEP SMART supports RFx to contract by automatically flipping the final supplier award (including price sheet and rate card) from the sourcing event to a draft contract ready for review and signatures. GEP SMART also offers an AI-driven contract examiner module for extracting metadata, clauses, and language from pre-existing contracts in any format (legacy contracts, pdf, or scanned copy) of the supplier's paper.

GEP SMART offers a collaborative contract authoring feature for routing draft agreements to the legal and other reviewers (internal stakeholders) and suppliers (external stakeholders). It enables contract authors to collaboratively edit, redline, review, and carry out attorney processes. The feature also allows facilities such as tracking and version comparison of the document at a clause level, managing changes via check-out/check-in capability, a side-by-side comparison of document versions, and approval routing. Its audit trail functionality supports logging and tracking of modifications made to the contract data elements, including date, timestamp, and user details.

GEP SMART provides a single source-to-pay digital environment to drive savings.

It ensures that all the terms and conditions and prices agreed during the award are captured in the contract, and purchasing and service delivery are executed accordingly. GEP SMART flags any changes in pricing, delivery performance, or service level and their impact on the forecasted savings through its contract compliance report.

GEP SMART enables users to import and export single/multiple and third-party contracts in any format for editing. The platform can also extract data and metadata from the formatted files and upload them into a contract workbench through its AI-powered upload function.

GEP SMART offers an enterprise-wide contract intelligence feature that provides comprehensive visibility into contract performance, efficiency, and renewals across categories and regions. The feature measures supplier performance against a specific contract based on supplier evaluation KPI criteria periodically or at the contract level.

GEP SMART is equipped with an intelligent contract repository that includes a library of best-practice contract templates. This repository enables users with defined access rights to copy and edit existing contracts and store the changes based on their requirements. GEP SMART supports exporting data and contract documents in multiple formats, including PDF, HTML, MS Excel, Word, and more.

GEP SMART offers a tracking and reporting feature for contract, compliance, and utilization. The feature enables users to monitor their purchase orders, cycle times, and tracking obligations by comparing them with their contracts. Users can notify any deviations occurring at any stage in the process. It tracks the end-to-end contract execution and contract compliance pertaining to user-defined attributes.

GEP SMART also helps users report on the delivery turnaround times based on contracted and actual through supplier performance analysis. GEP SMART's operational dashboards enable the users to configure the home screen according to their requirements. GEP offers customized auto alerts and event reminders for contracts across categories.

GEP SMART supports hierarchical and complex parent-child (multi-level) contracts and sub-contracts. It supports validation of data and metadata across these contracts, such as value allocation, utilization, supplier, period, and more. GEP SMART easily integrates with any third-party system for compliance with

any approval workflow step. It enables users to manage workflows from a unified location and extract the approved information in real-time directly from an external system.

GEP SMART offers a native e-signature third-party signature tools (DocuSign and AdobeSign) through a secure, auditable process. The platform also offers a pragmatic, simplified amendment tracking process for users during the amendment cycle, allowing them to draft, sign, create and store amended copies of the contract's legal terms, including minor updates, major terms and condition changes, renewals, and incremental scope changes.

GEP SMART contract term and automated obligation management feature comprises a native obligation library that can be drawn on a specific contract for tracking and management purposes. The platform also offers a contractual risk assessment feature to measure the contract level risk. It unifies both performance and legal language risks to regularly report risks in detail based on defined KPIs and thresholds. GEP SMART's proprietary machine learning algorithms-driven advanced search feature provides the ability to search across all the data, metadata, notes, and attachments associated with a contract.

## Analyst Perspective

---

Following is the analysis of GEP's capabilities in the Contract Lifecycle Management (CLM) platform market:

- GEP offers an integrated CLM solution, GEP SMART enables buyers and suppliers to seamlessly collaborate and manage end-to-end contracts through a central repository across their business process. The solution's key technology differentiators include competitive guided contracts, AI-based automation & bulk action, comprehensive change management, a highly extensible intelligent workflow engine, and a native contract-centric Source-to-Pay solution.
- GEP SMART offers AI-based automation & bulk action features that help users create, manage, and update multiple contracts in a single instance. The features enable bulk upload through excel utility for contract metadata, its legal text, attachments, and images with price descriptions.. It provides the capability of multiple contract creation at a single request for multiple suppliers. In addition, the platform

offers an ML-based metadata clause creation utility that can extract data from multiple sources such as word files, PDFs, and images with less manual interaction. The utility can also automate various steps of the contract lifecycle, such as deriving a leaner workflow for non-disclosure agreements with standard T&Cs, a smart composer for getting the first draft created with ease, driving defaults and restrictions to further compact the lifecycle.

- GEP SMART's architecture meets the complex requirements of large organizations. It can cater to multiple use cases, including a digital repository for all types of contracts, digital authoring, redlining & collaboration, driving procurement compliance, complex services projects, and managing sales & enterprise contracts. GEP SMART offers dynamic visibility into negotiated prices throughout the contracting lifecycle and helps vendors to drive price compliance and reduce risk across the procurement process.
- Concerning the geographical presence, GEP holds a strong customer base across North America and Europe, followed by the Asia Pacific. The company's customer base comprises leading brands across industry verticals, including Oil & Gas, Energy & Utilities, CPG & Retail, Manufacturing, BFSI, Logistics, Food & Beverage, and others.
- GEP is aware of the ongoing unprecedented rate of disruption affecting businesses and is developing strategies as part of its future roadmap. The company may face competition from both emerging and established vendors with integrated suite offerings for sourcing and procurement. The company may also face a challenge from ongoing mergers and acquisitions in the current market scenario, which favors market consolidation. GEP may also face problems in expanding its outreach across the Middle East and parts of APAC due to the dominance of other well-established players. However, with its comprehensive, end-to-end, and unified solutions, intelligent AI layer, robust technology architecture, and strong customer ownership, GEP is well-positioned to expand its market presence across the contract lifecycle management (CLM) market.
- In terms of the roadmap, GEP intends to enhance its platform in a variety of ways, including enhanced redlining legal, intelligent offline

support for review and signature, enhanced contractual risk, native signature via blockchain, a modular cloud and database agnostic platform for scaling, extended support for all types of contracts, billing contracts, embedded analytics and recommendations, conversational support/digital assistance, and concurrent editing.

## DocuSign

---

**URL:** [www.docusign.com](http://www.docusign.com)

Founded in 2006 and headquartered in San Francisco, CA, DocuSign enables streamlining of the contract lifecycle by automating manual tasks, orchestrating complex workflows, and eliminating unnecessary risk. DocuSign offers the eSignature API that enables requesting signatures, automating forms, and tracking documents directly from the application itself. The platform integrates with Oracle NetSuite to manage the workflow. It can also integrate with SAP ERP, SAP Customer Experience, SAP Fieldglass, and SAP SuccessFactors to streamline contract agreements and improve business processes, and ensure cost savings, reduced risk, and enhanced compliance. DocuSign offers software solutions for digital transaction management, workflow automation, electronic signature solutions, contract lifecycle management, a system of agreement, work of your life, real estate tech, fintech, HRTech, legaltech, AI, contract management, online notary, contract analytics, digital signature, electronic signature, remote signing, digital mortgage, and digital onboarding. DocuSign CLM's key capabilities include DocuSign CLM Essentials, DocuSign CLM, and DocuSign CLM+.

DocuSign contract lifecycle management platform offers DocuSign CLM Essential that automates the contracting process from start to finish, including contract generation, review, and negotiation, and centralizes decision-making. DocuSign CLM Essentials allows access for a reasonable price and aids in development, organisation, execution more efficiently, and automating the busywork and cross-team collaboration. Additionally, the DocuSign platform centralizes contract templates in CLM essentials to ensure the latest legal approved language is always used. DocuSign offers robust Salesforce native eSignature integration to create, review, route, sign, and store contracts inside the Salesforce repository tool. The platform also integrates with Slack to collaborate in real-time with contacts and stay informed about tasks and pending actions in Slack.

DocuSign Contract lifecycle management automates manual tasks, orchestrates complex workflows, and eliminates unnecessary risk throughout the contract lifecycle. The platform also offers document generation, collaboration, workflow, DocuSign eSignature integration, and a searchable repository for completed agreements. DocuSign platform aids in accelerating the pace of doing business, increasing compliance, and improving the employee and customer experience by enabling automation throughout the entire agreement process.

DocuSign Contract lifecycle management offers DocuSign CLM+ that allows organizations to automate workflows intelligently across the entire contract lifecycle. The platform offers greater visibility into risks and opportunities at radically less cost than reliance on manual analysis of inbound and stored contracts via AI-driven analytics. Additionally, the analytics and intelligence capability of DocuSign CLM+ aids in calculating risk instantly, driving workflow intelligently, and surface insight easily by delivering AI-powered analysis of agreements to uncover organizational risks, obligations, and opportunities.

## Analyst Perspective

---

Following is the analysis of the DocuSign's capabilities in the Contract Lifecycle Management (CLM) platform market:

- DocuSign offers a robust technology value proposition through its key technology differentiators, including AI-driven insights to streamline workflows, online contract collaboration, enhanced mobile capabilities and alerts. The organization allows purpose-built contract AI breaks agreements to deliver an interactive list of clauses for fast, easy review and analysis of agreements based on the legal concepts and connecting external data sources via API data fields. DocuSign platform provides shareable, easy-to-understand “red-yellow-green” risk scores for contract clauses, whether present or missing, based on the organization's legal and business policies.
- DocuSign offers an AI-infused platform DocuSign CLM+ to manage all contracts, contract processes, and contract data that enables workflow to conditionally route contracts based on the detected risks or content of a document directly within a CLM workflow. The result is accelerated contract cycle times and improved communication between sales, procurement, and legal teams.
- From a geographical presence perspective, DocuSign has a strong presence in the Americas. The company also has a presence in European Union, and EMEA. From an industry vertical perspective, the company has a strong customer base in corporate services, high tech, electronics & semiconductors, healthcare & life sciences, financial services, and automotive and manufacturing sectors. The

company also has a presence in energy & utilities, CPG, retail, food and beverages, education, logistics & transportation.

- DocuSign is well versed in the upcoming opportunities and challenges in the global contract lifecycle management (CLM) market. The company has devised strategies accordingly and is working with leading technologies to meet the emerging trends in the digital CLM market. The company may face competition from emerging vendors as well as well-established vendors offering integrated suites from sourcing to procurement platforms. However, with its comprehensive roadmap vision, strong partner ecosystem, strong customer value proposition, robust functional capabilities, and recent merger to leverage CLM capabilities, DocuSign is well-positioned to expand its market share in the global CLM market.

## Conga

---

**URL:** [www.conga.com](http://www.conga.com)

Founded in 2006 and headquartered in San Mateo, California, US, Conga is a provider of an end-to-end digital document transformation and customer communication management platform and solution. Conga offers software solutions for order configuration, execution, fulfillment, and contract renewal processes with a single critical insights data model that adapts to the ever-changing business requirements and helps align the understanding and efforts of every team. The Conga product suite has a variety of products to help organizations with their digital needs, ranging from document generation & report-based documents to contract lifecycle management (CLM) & HTML email creation. Conga's product suite includes digital document products such as Conga composer, Conga collaborate, Conga Contracts, Conga grid, Conga sign, Conga orchestrate, Conga batch, Conga trigger, along with a complete quote-to-cash suite including CRM investments like their configure, price, quote solution in addition to the earlier mentioned CLM. Additionally, the Conga platform includes AI capabilities for automating business productivity. Conga CLM platform enables organizations to perform digital onboarding, optimize their end-to-end contract processes, and helps drive better customer experience with comprehensive contract visibility and machine-driven insights. Conga intelligent contract lifecycle management (CLM) tools offer native CLM capabilities, including amendment & renewal, compliance, obligations, signature, request, drafting, negotiation, approval, and e-signature.

Conga CLM offers requesting capabilities that help organizations in providing an automated guided self-service tool for contract management. The platform also offers a centralized contract repository (CMx) that helps organizations find various contract types and contract creators. It also helps organizations initiate contract creation by gathering procurement and sourcing information. Further, this information is utilized for drafting and authoring the contract document. Conga CLM offers contract drafting capability that helps organizations perform automated drafting with a pre-built approved centralized templates repository. The automated playbooks help organizations drive speed and accuracy by leveraging the contract management process and mitigating risk & obligations. Conga CLM offers contract negotiation capability that helps organizations minimize risk through intelligent text recommendations. The platform helps organizations to have up-to-date terms and real-time changes visibility into the changes in the contract document by various associates thought the negotiation process. The platform offers in-built API to integrate the platform directly with various word processing software.

Conga CLM offers contract approvals capability that helps organizations get dynamic approvals from all appropriate internal associates. The platform's flexibility enables users to automatically navigate the quickest route to executing the agreement. The platform's contract obligation capability helps organizations manage all contract terms, including optional & conditional events. It also offers compliance capability that helps organizations track and measure compliance against contractual obligations. The platform also ensures compliance against FMV benchmarks. The platform also offers amendment & renewal key capabilities that help organizations automatically provide notifications and alerts about contract renewal. The platform also provides reporting and search capabilities that help in timely renewals and managing amendments. In addition, it offers an e-signature feature that enables organizations to enhance sign flexibility, and an audit trail of all transactions. The platform also offers integrated e-signature that helps organizations capture the signature that will be useful for business-critical transactions.

## Analyst Perspective

---

Following is the analysis of Conga's capabilities in the Contract Lifecycle Management (CLM) platform market:

- Conga offers a robust technology value proposition through its key technology differentiators, including X-Author for Contracts, online contract collaboration, enhanced mobile capabilities and alerts, Conga approvals, and built on the Force.com platform. The company recently updated its product with functionalities such as global and speedy authoring, third-party paper import, self-service contracts, clause-level approvals, bulk OCR, and connecting external data sources via API data fields. The platform's native data-centric eSignature feature titled Congo Sign can be leveraged across all its CLM solutions (APTTUS CLM, Conga Contracts for Salesforce, and Conga Contracts).
- Conga offers Conga MAX, an AI/ML intelligent mobile assistance for CPQ and CLM. With embedded voice and text capabilities, Conga MAX helps organizations achieve higher productivity and shorten the business cycle by automating repetitive tasks such as cloning quotes or creating agreements. The company also offers dynamic add-ons for Conga CLM to efficiently manage and strengthen their CLM toolkit.

It enables to edit contracts online, review documents in Conga CLM and instantly import third-party contracts into the contract repository. The platform supports various use cases, including legacy/third-party paper import, centralized location for all contracts, and the ability to request contracts.

- From a geographical presence perspective, Conga has a strong presence in the Americas. The company also has a presence in the European Union and EMEA. From an industry vertical perspective, the company has a strong customer base in corporate services, high tech, electronics & semiconductors, healthcare & life sciences, financial services, and automotive and manufacturing sectors. The company also has a presence in energy & utilities, CPG, retail & food and beverages, education, logistics & transportation, and government & public sector.
- Conga is well versed in the upcoming opportunities and challenges in the global contract lifecycle management (CLM) market and has devised strategies accordingly. The company is also working with leading technologies to meet the emerging trends in the digital CLM market. The company may face competition from emerging vendors as well as well-established vendors offering integrated suites from sourcing to procurement platforms. However, with its comprehensive roadmap vision, strong partner ecosystem, strong customer value proposition, robust functional capabilities, and recent merger to leverage CLM capabilities, Conga is well-positioned to expand its market share in the global CLM market.

## Ivalua

---

URL: [www.ivalua.com](http://www.ivalua.com)

Founded in 2000 and headquartered in Redwood City, CA, Ivalua is a provider of mobile-native SaaS-based, mobile-native, unified procurement and spend management solutions. The company offers a strategic sourcing platform comprising a comprehensive suite of solutions, including source-to-pay, strategic sourcing, analytics & insights, procure-to-pay, and direct spend management. Ivalua's unified source-to-pay suite enables organizations to gain real-time visibility into their spending, sourcing processes, contract management, supplier relations and desired KPIs. The Ivalua strategic sourcing platform helps organizations in the effective development & execution of strategic sourcing strategies, gain a 360-degree view of supplier information & procurement analytics, and optimize sourcing outcomes and contract compliance. Ivalua supplier risk & performance management solution helps organizations collaboratively work with suppliers to provide suppliers to pay process information. Additionally, the Ivalua suite's dashboards and analytics features allow organizations to easily access quality data that provides unified supplier information, monitor risk and performance, and report transactional productivity. Ivalua's contract lifecycle management solution offers key capabilities, including contract repository and contract authoring.

Ivalua contract lifecycle management offers contract repository that enables organizations to track via a web-based solution an unlimited number of contracts, vendors, employees, committals, and obligations and allows access to all information and data around a contract in one place, including key contacts, negotiated terms, documents, hierarchy and amendments, risk and performance assessments, price lists and workflow. The platform also provides a variety of out-of-the-box fields for contracts, requests, vendors/customers, employees, and more. Authorized users may further configure the out-of-the-box fields to rename fields, change field characteristics, hide/remove fields that are not needed, and more. Additionally, the platform allows easy access to key insights such as expiring contracts, contract under negotiation or under review, top contracts by consumption and more.

Ivalua contract lifecycle management offers contract authoring via integrated virtual assistant (IVA) to simplify the contract request process and engage users and rapidly create contracts seamlessly from approved templates and a master clauses library to ensure legally sound contracts and faster cycle times. Additionally, the platform allows collaborative authoring and automated workflows for Seamless internal and external collaboration via comments and

full conversations combined with automated workflows that aids in automate the processes for change controls, amendments, renewals, and terminations.

## Analyst Perspective

---

The following is the analysis of Ivalua's capabilities in the global supplier relationship and risk market:

- Ivalua's Contract Lifecycle Management offers an intuitive yet powerful ability to manage all aspects of the contract lifecycle in a single place. With collaborative authoring and automated workflows stakeholders and suppliers can quickly come to agreement and execute contracts in a timely manner. The platform offers central repository that allows for easy searching and management of existing contracts with automated alerts on renewals, expiration and other milestones.
- The platform offers out-of-the-box integrations with DocuSign, Adobe Sign and Universign, the leading electronic signature providers that provides increased speed and management visibility into contracts while enforcing strict controls and multiple levels of authorization. This module extends the core system's template functionality and allows authorized users to create standard or rules-based electronic signature processes dedicated to each template. Electronic signature processes can include internal individuals, internal groups and/or counterparty contacts.
- From a geographical presence perspective, Ivalua has a strong presence in North America and Europe. From an industrial vertical perspective, Ivalua caters to various industry verticals, including automotive, financial services, food & beverages, healthcare, manufacturing, and retail.
- Ivalua may face the challenge of keeping up with the dynamic strategic sourcing environment from technological innovation and strategic partnership aspects. The emerging strategic sourcing application vendors are successfully gaining significant market traction and are strengthening their market penetration, especially amongst small to mid-market organizations. However, with its comprehensive solution, cloud-native, mobile-native approach, robust technology architecture, strong customer ownership & proven records, Ivalua is well positioned to expand its market presence and enhance its market share.

## Coupa

---

URL: [www.coupa.com](http://www.coupa.com)

Founded in 2006 and headquartered in San Mateo, California, United States, Coupa is a cloud-based business spend management (BSM) application with a unified user interface. It allows organisations to organise and monitor their overall spending, make intelligent spending decisions, and maximise cost-cutting opportunities. On the BSM platform, procure, expense, invoice, and pay are all integrated transactional capabilities. Its whole suite of applications includes software applications such as supply chain design and planning, spending analysis, strategic sourcing applications, contract administration, contingent labour, and supplier management. Organizations might employ Coupa's Strategic Sourcing solution to optimise end-to-end sourcing operations and identify sourcing possibilities across the procurement lifecycle. Coupa's contract lifecycle management offers key capabilities includes contract management + supplier management, contract management + sourcing, and contract management + procurement.

Coupa contract lifecycle management provides contract management + supplier management capabilities, allowing for better contract decisions with a complete understanding of any risks or performance issues discovered during supplier vetting and beyond. The platform ensure that contracts include appropriate safeguards and mitigation plans, as well as any other up-to-date standard terms such as ethical conduct, environmental and social impact policies, and many more.

Coupa contract lifecycle management provides contract management + sourcing that streamlines the contracting process by immediately transferring award decisions and all terms including negotiated savings, delivery terms, risk protections, and more to contract following each sourcing event. Additionally, the platform aids in creating contracts and catalogs to avoid delays, errors, and omissions and to begin reaping the benefits of the sourcing events seamlessly.

Coupa contract lifecycle management provides contract management + procurement that provides increase on-contract spend and contract value by surfacing contracted items and prices directly to end-users as part of the Coupa guided buying experience. The platform also ensure contract compliance, automatically validate invoices against POs and the contracted pricing for better authoring, reviewing and Redlining.

## Analyst Perspective

---

Ivalua's The following is the analysis of Coupa's capabilities in the contract lifecycle management application market:

- Coupa offers contract management system integration with Coupa via Coupa's open API platform, which aids in cost savings with proactive contract management and contract enforcement at the time of purchase, as well as allowing the organisation to analyse spend data from Coupa and identify opportunities to bring more spend under contract.
- Coupa provides comprehensive artificial intelligence and machine learning capabilities to assist enterprises in gaining actionable insights on overall spend and identifying potential savings. Coupa provides a strong and adaptable platform capable of catering to the requirements of small-to medium-sized businesses as well as huge multinational companies. Coupa's comprehensive technology platform and significant technological differentiators, such as the ability to respond to complicated configurable processes, request and authoring, performance evaluation, and automated and intelligent RFI and RFP production, provide a robust technology value proposition.
- The platform offers AI classification, which enables users to intelligently categorise transactional data using AI and machine learning. It helps organisations aggregate data on purchases, invoices, and expenses from a multitude of ERPs and IT systems, with Coupa's smart integration capability ensuring that the system can be customised to meet the needs of the business for smart decision-making and efficient operational activity.
- Coupa has a geographical presence in North America, the European Union, and Asia-Pacific. Coupa has a presence in a wide range of industry verticals, including automotive, banking and investment, business services, consumer products, food and beverage, healthcare and life sciences, the public sector, and others.
- Coupa Software is well-versed in the global contract lifecycle management (CLM) industry's imminent prospects and difficulties, and

has established strategies and cooperated with leading technologies to handle the digital CLM market's increasing trends. The company may encounter competition from both new and established vendors offering entire suites ranging from sourcing to procurement platforms. Coupa, on the other hand, is well positioned to enhance its global CLM market share due to its comprehensive roadmap vision, robust partner ecosystem, compelling customer value proposition, good functional capabilities, and recent merger to exploit CLM capabilities.

## SAP Ariba

---

URL: [www.ariba.com](http://www.ariba.com)

SAP Ariba is a subsidiary of SAP formed following SAP's 2012 acquisition of Ariba to offer integrated procurement and supply chain collaboration solutions. SAP Ariba provides a cloud-based unified network and spends management suite. The solution suite offers comprehensive functions, including supplier management, strategic sourcing, procurement, service procurement & contingent workforce, selling & fulfillment, and travel & expenses. The network and spend management suite offers strategic sourcing that helps the organization manage both direct and indirect material management.

SAP Ariba Sourcing includes a broad set of RFx types, including RFI, RFP, reverse auctions, and forward auctions. Several features are supporting and accelerating these core request processes in SAP Ariba Sourcing, including integrated supplier discovery, rapid RFx creation, flexible supplier bidding options, including buyer and supplier bundles, supplier response management, team grading, and collaborative scoring, conditional content, table questions, and event prerequisites, communications and messaging, global, multilingual and multicurrency capabilities, category management, project management, workflow and approval, and document and knowledge. The SAP Ariba CLM platform offers comprehensive and native features such as contract request, contract authoring, contract compliance, negotiation and approval, and contract execution, e-signature. It also offers task driven-reminders, search & reporting, configurable workflows, unified audit trails and more.

The SAP Ariba CLM platform offers real-time monitoring of spend history and compliance, and search & reporting features. It also support comprehensive contract process workflow with audit trails. The built-in contract management module helps organizations manage various contracts and automate and accelerate the entire contract lifecycle. The module standardizes and controls contract development and approval processes and enables collaboration with internal stakeholders and trading partners. It also integrates vendor master and contract data. Through ERP integration, the module helps in achieving contract compliance and minimizes contract leakage.

## Analyst Perspective

---

Following is the analysis of SAP's capabilities in the CLM market:

- SAP Ariba Contract Lifecycle Management platform will help organisation to seamlessly manage procurement & sales contracts, IP licensing, internal agreement and more. SAP Ariba CLM platform is capable to automate and accelerate entire contract lifecycle. This will lead to standardize and control contract development as well as strengthen the operational, contractual and regulatory compliance.
- SAP Ariba is well recognized to offer a unified procurement platform with industry-leading capabilities for suppliers chain collaboration solutions including strategic sourcing, spend analysis, procure-to-pay, CLM, and supplier risk and performance management solutions. The company is also focusing on its unique solution, SAP Fieldglass, as part of its services procurement and targeted for services sourcing.
- With its unique differentiators, SAP provides a robust technology value proposition, including commitment management, clause library, flexible contract approval workflow with conditional contract templates, a workspace message board, integrated search, prepackaged and ad hoc reporting, and electronic signature functionality.
- The platform's cloud-native approach makes it highly scalable to serve from small to large scale industries. The platform is constantly improving the SAP Strategic Sourcing suite's functionalities and user interface for offering an improved user experience, intelligence, analytics, and interface intuitiveness.
- SAP offers single and multi-tenant models as per customer needs for private and hybrid deployments. SAP can also provide industry-specific or user-specific customized use-cases to cater to a wide range of industries and dynamic business requirements.
- SAP Ariba solution offers seamless integration with ERP, PLM, and material master (MM), and vendor management solution from SAP for seamless data sharing and demand-driven sourcing.

- From the geographical presence perspective, SAP Ariba has a fairly balanced presence across the various geographical regions. The company has a strong customer base across various industries, including manufacturing, CPG and retail, healthcare and life sciences, energy & utilities, and others.
- With the ever-evolving CLM market, SAP may find keeping up with the dynamic environment from technological innovation and strategic partnership a challenging aspect. The company may also face competition with well-established companies as well as innovative and emerging vendors. It may also face a challenge from ongoing trends favoring market consolidation. However, with its strong brand recognition, domain knowledge, deep industry experience, strong install-base across the geographical region, and strong customer ownership & proven records, SAP Ariba is well-positioned to expand its market presence and enhance the market share.

## Zycus

---

**URL:** [www.zycus.com](http://www.zycus.com)

Founded in 1998 and headquartered in Princeton, New Jersey, Zycus provides an AI-powered source-to-pay procurement software suite. The Zycus Strategic Sourcing suite offers capabilities for spend analysis. The solutions include iSource for eSourcing, iManage for project management, iContract for contract management (iContract), iSave for supplier management and financial saving management, and iRequest for request management. Zycus Strategic Sourcing Suite helps organizations optimize supplier risk and contract compliance. The suite also aids in the contract creation process, supplier onboarding, and overall direct & indirect spends. The company also offers comprehensive functional capabilities for spend analysis and spend data management to gain comprehensive visibility into the spend profiles and identify savings opportunities.

Zycus' contract management software iContract provides capabilities for contract repository and authoring capabilities. The company also provides Contract BOTs powered by its Merlin AI Suite for contract metadata extraction and contract risk radar to enhance contract visibility and performance.

The Zycus iContract™ Repository capability assists organizations in developing smart contract warehouses by offering user-defined access control, multi-parameter, dynamic reporting, and configurable intuitive dashboards. The platform also sends out alerts and reminders to keep track of contract expiration, contract utilization, and off-contract spending.

The Zycus iContract™ Authoring capability provides out-of-the-box template libraries and wizard-driven contract authoring, allowing organizations to seamlessly write and negotiate complex contracts. The platform also includes preapproved clause libraries, audit trails, version management, side-by-side contract comparisons, and an automated approval workflow.

## Analyst Perspective

---

Following is the analysis of Zycus's capabilities in the CLM market:

- Zycus' Contract Management solutions enable organizations to gain a real-time centralized contract repository, track contracts, ensure compliance, and reduce cycle time.

- Zycus' Merlin AI Suite is well recognized for its transform procurement model, which offers reduced TCO, mitigates risks, and improves turnaround time. The suite accelerates an organization's journey towards autonomous procurement with smart predictions and intelligent insights. The Zycus' Merlin AI Suite also offers contract discovery and insta review. Contract discovery enables organizations to automatically extract metadata from contract documents. It also assists the organization in automatically identifying and categorizing contract clauses. Organizations can use the insta review functionality to identify clauses in contracts from the repository, benchmark contract clauses, and highlight review scores at the clause and contract levels. Zycus DewDrops provides a robust user experience with enhanced visibility, suite-wide uniformity, and support for customization.
- The platform offers a centralized repository that includes pre-built templates, approval workflows, questions, questionnaires, message & evaluation templates, and more. The platform's cloud-native approach makes it highly scalable to serve industries of all sizes. Zycus also offers industry-specific or user-specific customized use-cases to cater to a wide range of industries and dynamic business requirements.
- From a geographical presence perspective, Zycus has a strong presence in North America and Europe, followed by the Middle East and the APAC. From an industrial vertical perspective, Zycus caters to various industry verticals, including Automotive, CPG & Retail, food & beverages, energy & utilities, healthcare & life science, and BFSI.
- The company may experience difficulties in growing its operations beyond its current markets due to competitors' strong partnership ecosystems and the ongoing trend of mergers & acquisitions. However, with its comprehensive solution, cloud-native approach, robust technology architecture, strong customer ownerships & proven records, and robust roadmap & vision, Zycus is well-positioned to expand its market presence and enhance its market share.
- Concerning the future roadmap, Zycus is cognizant of the upcoming unified procurement trends. Hence, the company will continue to invest in upgrading its S2P offerings by introducing new advancements to its existing modules with advanced analytics and AI capabilities through its Merlin AI Suite.

## Jaggaer

---

URL: [www.jaggaer.com](http://www.jaggaer.com)

Founded in 1995 and headquartered in Morrisville, NC, JAGGAER is a provider of SaaS-based, mobile-native unified procurement and sourcing, source-to-contract, procure-to-pay, and supply chain management solutions. The JAGGAER Source to Contract platform provides a uniform source-to-contract approach for gaining insights ranging from transactional to strategic functions. JAGGAER Contracts helps the organization to improve the contract execution process, compliance, savings, and mitigate risk & compliance.

The platform offers various key capabilities, including contract creation & management, AI-driven contract extraction, analysis, & search, collaboration, and supplier management.

JAGGAER CLM contract creation and management capabilities assist organizations in automatically generating contracts, identifying risks, and suggesting alternative language and clauses during the authoring process. The platform also offers a pre-built contract template library to make the contract creation process more efficient and ensure compliance.

JAGGAER CLM platform provides AI-driven OCR technology that enables organizations to efficiently extract key metadata and clauses from legacy and active documents through image or text formats. It also assists organizations in analyzing contracts and identifying deviations using a percentage score. Furthermore, organizations can search meta fields and clauses across contracts with ease. JAGGAER CLM's unified collaboration capability enables organizations to gain flexible role-based access control. It also aids in the administration of approval and electronic signatures via emails or mobile devices. The platform can also provide a single unified platform for contract visibility and a single source of truth for all stakeholders.

Furthermore, JAGGAER CLM includes an analytics tool that provides valuable insights to help organizations make informed decisions about suppliers and better negotiate.

## Analyst Perspective

---

The following is the analysis of JAGGAER's capabilities in the global CLM market:

- JAGGAER CLM is capable of quick contract creation & execution, mitigate risk, and improving compliance and savings. The platform's key differentiators include role-based access control, central repository, automated renewal, contract scorecards, and milestones.
- The platform offers role-based access to sensitive data that is safeguarded through intuitive business guidelines. The platform also issues reminders to pay a supplier in advance and provides an opportunity to negotiate with suppliers to achieve maximum savings. By providing dynamic templates, clauses, and metadata, the platform can also improve the contract creation and management process. The automated scorecards assist organizations in easily executing contract performance monitoring throughout the entire lifecycle. Furthermore, organizations can manage contracts by configuring alerts based on business milestones, ensuring oversight of key checkpoints, and proactive engagement in contract relationships for complete day-to-day control.
- Concerning geographical presence, JAGGAER has a significant presence in North America and Europe. The organization also has a major presence in the APAC and the Middle East. JAGGAER has a presence in a variety of industrial sectors, including education, energy & utilities, finance, BFSI, healthcare & life science, retail & CPG, manufacturing, and logistics.
- JAGGAER's main challenges include the increasing competition from various vendors that are focusing to offer a single unified platform from sourcing to pay. However, to its excellent customer value proposition, advanced platform, complete vision and roadmap, and powerful technological platform, JAGGAER is well-positioned to sustain and increase its market share in the global CLM market.

## Contract PodAI

---

**URL:** [www.ContractPodAi.com](http://www.ContractPodAi.com)

Founded in 2012 and headquartered in London, United Kingdom, ContractPodAi offers AI-powered end-to-end contract lifecycle management (CLM) solution that helps organizations digitize and optimize their legal operations. ContractPodAi's CLM solution provides robust capabilities including full lifecycle management, self-service desk, third-party contract review, and smart data analytics. ContractPodAi's CLM solution offers end-to-end contract lifecycle management with capabilities including automated contract risk assessment, integrated vendor negotiation portal, tracking, managing, and setting alerts, and version management.

ContractPodAi offers an AI-powered automated contract risk assessment capability that assesses contracts and provides a risk score by evaluating the degree of risk and possible anomalies in the terms and conditions laid out. Organizations can generate automated risk reports to tweak the clauses contained to improve their risk score. It offers organizations a built-in vendor negotiation portal for real-time communication, negotiation, and sharing the draft contracts with their customers and suppliers. The solution provides a full audit trail for contract negotiation as well. This unified portal allows organizations to centralize their negotiation strategy.

ContractPodAi's CLM solution supports full version management capability that enables users to review and compare various drafts of the contracts. The built-in workflow allows users to create various versions of the contract by approving or disapproving the modifications. The solution also delivers email notifications directly to the user's calendar. This enables the users to track and manage end-to-end contract activities. The solution offers a smart contract repository containing all contracts and related documents. This centralized repository gives organizations a summary of the contract's critical aspects, dates, and terms.

The solution offers a self-service desk that provides support for the legal front door, template and clause library, contract automation tool, DocuSign e-signatures, and approval and workflow automation features. The legal front door feature enables the organization to generate contracts. The solution is equipped with an extensive library of templates and clauses to increase overall contracting efficiency. It provides contract automation tool features for draft automation. It leverages tools such as Microsoft Word to define standard accepted terms and conditions for questionnaires. This capability enables automatic drafting of the standard contract based upon the filled questionnaire without any legal intervention. The solution also

offers fully integrated e-signature technology to accelerate the signing process. The solution is equipped with a robust workflow automation capability that allows users to build comprehensive end-to-end approval and workflow management processes for contracts including revision, renewal, and closure.

The solution offers a third-party contract review capability through its AI-driven module. This capability provides support for auto analysis of the contract, automated workflows, and the removal of manual data entries. The solution's auto analysis feature enables users to read, interpret, analyze, and report key information, commitments, and obligations concerning the contract. It also automates workflows through a cognitive technology-enabled end-to-end contract analyst known as E: V. E: V is capable of making decisions as well as triggering workflows, approvals, and alerts. The E: V module also enables users to comprehensively view the third-party contract papers and helps eliminate manual data entry for the individual contracts.

The CLM solution smart analytics feature offers dashboard analytics, e-discovery level search, BI report builder, optical character recognition (OCR), data migration, and pre-configured reports modules. The solution offers built-in dashboard analytics to enable organizations to perform detailed analyses. It allows users to drill down into query contract data, view alerts, and assigned activities. The platform's e-discovery level search enables users to find clauses of the particular contract and entire phrases contained therein. The solution's robust BI report builder enables organizations to optimize the contract processes. This BI report provides a standard graphic analysis and bespoke reports based on metadata fetched from the contract repository. The solution provides OCR support to convert hard copy scans into searchable text documents. It also enables the user to easily migrate unstructured data into a logical format to discover valuable insights. The solution also offers around 40 pre-configured reports to facilitate the analysis of contract-related activities.

## Analyst Perspective

---

Following is the analysis of ContractPodAi's capabilities in the global contract lifecycle management (CLM) market:

- ContractPodAi's CLM solution offers various integrated modules and robust functionalities to seamlessly streamline and execute the contracting process between customers and suppliers. ContractPodAi

CLM solutions' competitive differentiators include e2e contract lifecycle management, embedded AI capabilities across the CLM solution, a unique value-based digital transformation model, a full-service offering, and an intuitive user experience.

- ContractPodAi leverages AI capabilities across its CLM solution to provide specific actionable insights pertaining to the company's legal risk profile. ContractPodAi offers a cognitive technology-enabled end-to-end contract analyst known as E: V for organizations to automate their contract regarding workflows and approvals. The company is adept at assisting organizations to achieve their business model transformation requirements by providing a comprehensive capability scorecard. ContractPodAi's CLM solution provides supports a wide range of use cases, including smart contract repository, contract generation, AI-powered risk and compliance, and AI analytics.
- From a geographical perspective, ContractPodAi has a strong presence in the European Union followed by the USA. From an industry verticals perspective, ContractPodAi has a strong customer base across various verticals including energy and utilities, manufacturing, food and beverage, professional services, retail, e-commerce, and BFSI sectors.
- ContractPodAi is a late entrant in the market. Therefore, the company might face competition from well-established and emerging CLM vendors. The company may face the challenge to expand its outreach across the rapidly growing North American and APAC markets. However, with its sophisticated technology platform, customer service offering, strong customer value proposition, advanced technology offerings, and comprehensive roadmap and vision, ContractPodAi is expected to grow and expand its market share in the global CLM market.

## SirionLabs

---

**URL:** [www.sirionlabs.com](http://www.sirionlabs.com)

Founded in 2012 and headquartered in Bellevue, Washington, SirionLabs offers an AI-powered, SaaS-based, Mobile-native CLM provider. SirionLabs offers SirionOne, a smart CLM platform. SirionOne integrates CLM capabilities with advanced analytics to optimize the entire CLM operation process. SirionOne enables organizations to gain unified visibility into their contract portfolios, gain valuable contract intelligence insights, and more efficiently manage risk and compliance. The platform can also improve stakeholder collaboration, automate contract renewal and expiration tracking and alerting, and improve operational performance. SirionOne offers robust and native CLM capabilities including contract setup, analytics, authoring, negotiation, approval, e-signature, administration, and more.

SirionOne CLM platform provides contract setup capability, allowing organizations to store and view contracts in a hierarchical, access-controlled, fully auditable repository with an integrated document viewer. Organizations can seamlessly search and extract contracts using various advanced search features such as full-text search, Boolean, regex, fuzzy, and more. Organizations can quickly create contracts via pre-approved templates, clauses, and variations.

SirionOne CLM platform provides AI-powered contract analytics, allowing organizations to gain valuable insights into supplier selection and negotiation. The platform can automatically extract data from unstructured contracts and transform it into meaningful, actionable insights. It also provides pre-built analytics and dashboards tailored to specific business use cases such as M&A, procurement, legal, and sales, among others.

SirionOne CLM platforms' contract authoring capability offers self-service contracting, smart tags, intuitive author pricing, and an enterprise approval library. The platform also provides contract negotiation capabilities, allowing organizations to automatically identify, delete, and modify clauses by comparing contracts. Organizations can leverage and streamline the contract negotiation process by allowing users to auto-approve simple agreements based on a delegation of authority matrix and predetermined thresholds, as well as send complex contracts for approval and negotiation via configurable conditional workflows. Furthermore, Sirion's in-built MS Word plugin support native chat, user tagging, concurrent redlining, and auto-clause reconciliation during the contract creation and

negotiation process. The contract administration capability helps organizations to gain visual monitoring performance against contract milestones, deliverables, and policy & regulatory requirements. Organizations can automatically set reminders and alerts for auto-renewals and negotiations.

## Analyst Perspective

---

The following is the analysis of SirionLab's capabilities in the global CLM market:

- SirionOne supports all contract types and business documents, including buy-side and sell-side contracts, employment contracts, intellectual property (IP) and licensing documentation, non-disclosure agreements (NDAs), and so on. It also includes AI-powered contract creation and risk analytics, as well as a hierarchical contract repository with robust access control and full-text search.
- The platform's key differentiators include obligation management, dashboards & reporting, taxonomies & data normalization, and a mobile app.
- SirionLabs obligation management assists the organization to enable in-depth governance by providing real-time visual performance monitoring against contracted milestones, deliverables, and policy and regulatory requirements. It also assists to monitor the financial impact on contractual obligations. It also supports auto-validation of service levels against the raw performance data. SirionLabs also offers built-in taxonomy libraries and data normalization.
- SirionOne can seamlessly integrate with enterprise systems such as P2P, CRM, ERP, and more. SirionLabs is capable to cater large & complex organizations' dynamic business requirements. The platform also supports both industry-specific and user-specific ranges of use-case.
- Concerning geographical presence, SirionLabs has a significant presence in Europe. The organization also has a major presence in North America and APAC. SirionLabs has a presence in a variety of industrial sectors, including education, energy & utilities, finance, healthcare & life science, the public sector, telecom, and transportation.

- SirionsLab's main challenges include the increasing competition from various vendors that are focusing to offer a single unified platform from sourcing to pay. The companies are also continuously focusing to leverage their platform with leading technologies and add the various key capability to cater to dynamic business requirements. However, to its excellent customer value proposition, advanced platform, complete vision and roadmap, and powerful technological platform, SirionLabs is well-positioned to sustain and increase its market share in the global CLM market.

## Agiloft

---

URL: [www.agiloft.com](http://www.agiloft.com)

Founded in 1991 and headquartered in Redwood City, CA, Agiloft deliver Contract Lifecycle Management without limitations through agility, seamless extensibility, and deep expertise to transform contracts into relationships. Agiloft allows for considerable cost reductions in buying, more efficient legal processes, and faster sales cycles, all while dramatically minimising compliance risk. The versatile no-code platform from Agiloft provides speedy implementation and a fully expandable solution. Agiloft offers comprehensive capability that includes Customer Support, BPM, CLM, Automation, AI, Legal Technology, and Contract Lifecycle Management. Agiloft provides CLM capabilities such as Contract Repository, Clause Libraries, Approval Workflows, Alerts and Performance Tracking, buy side, and sell side.

Agiloft contract lifecycle management offers contract repository capability that allows immediate access and visibility to all the organization's contracts. Agiloft contract repository create unlimited templates for any workflow or contract process that aids in visualising key performance indicators and managing existing contracts through an intuitive user interface. Additionally, Agiloft CLM provides dynamic clause libraries for immediately creating contracts using standardised accepted language and contract templates.

Agiloft contract lifecycle management offers approval workflows capability that automate the approval routing process by combining sequential, parallel, and conditional approvals. The functionality also supports in the management of processes with external parties via vendor/client portals via integrated email and SMS communications. Moreover, Agiloft CLM offers alerts and performance tracking that ensure the timely execution of every key contract management process with automated alerts, escalations, and assignments through integrated email and SMS communication.

Agiloft contract lifecycle management provides buy-side capability through monitoring contract obligations and supplier performance against service level agreements using agile contract review software to handle the due diligence and contract review process. Furthermore, Agiloft CLM provides sell side capacity for managing and monitoring complicated price agreements, discounts, future commitments, SLAs, deliverables, expirations, and compliance with licence agreements in order to prevent revenue leakage.

## Analyst Perspective

---

The following is the analysis of Agiloft's capabilities in the contract lifecycle management application market:

- Agiloft contract management software streamlines the processes of originating, executing, and monitoring contractual agreements. Implementing a contract management system saves organisations money on purchases, allows for more efficient sales cycles, and significantly reduces compliance risk. Some of the key differentiators includes security, artificial intelligence and clause libraries.
- Agiloft's flagship contract lifecycle management (CLM) suite includes fully customizable best practise functionality for buy and sell-side contract management, such as a repository and templates, a clause library, flexible approval workflows, built-in AI, security and compliance safeguards, automated notifications, and seamless integration with existing systems.
- The versatile no-code platform from Agiloft provides speedy implementation and a fully expandable solution. Agiloft's CLM platform harnesses AI to improve contract administration for legal departments, procurement, and sales operations by using contracts as the primary system of commercial record.
- Agiloft has a geographical presence in United states of America, Agiloft has a presence in a variety of industry verticals, including automotive, banking and investment, business services, food and beverage, healthcare
- Agiloft Software is well-versed in the global contract lifecycle management (CLM) industry's imminent prospects and difficulties and has established strategies and cooperated with leading technologies to handle the digital CLM market's increasing trends. The company may encounter competition from both new and established vendors offering entire suites ranging from sourcing to procurement platforms. Agiloft, on the other hand, is well positioned to enhance its global CLM market share due to its comprehensive roadmap vision, robust partner ecosystem, compelling customer value proposition, good functional capabilities, and recent merger to exploit CLM capabilities.

## Synertrade

---

URL: [www.synertrade.com](http://www.synertrade.com)

Founded in 1999 and headquarters in Paris, France, Synertrade is a subsidiary of Econocom Group. The company provides a SaaS-based procurement platform that enables organizations to digitize their procurement processes for efficient and flexible operations with real-time process visibility. Synertrade offers integrated S2C, S2P and SRM software under a single platform. The company offers an AI-powered Chatbot known as Marvin that answers desired queries requested by all the users. Synertrade strategic sourcing platform offers spend analysis, e-sourcing, product management, contract lifecycle management, supplier onboarding, supplier enrichment, supplier risk & performance, intelligence, procurement performance, and supplier 360.

Synertrade contract lifecycle management single repository for organizations to gain unified visibility of contracts and perform end-to-end contract management. Organization can seamlessly search, share, and build new contracts from the library of clauses. Additionally, the platform also supports e-signature functionality to quickly sign contracts digitally. The platform is equipped with advanced analytics capability that help organization deep dive into project analysis and gain valuable information to make informed decision making. Moreover, the platform also provides multidimensional reports with data drill down support, allowing organization to identify potential areas for improvement and make necessary decisions.

## Analyst Perspective

---

Following is the analysis of Synertrade's capabilities in the CLM market:

- Synertrade's sophisticated Source to Contract (S2C) solution's native and comprehensive capabilities helps organizations standardize and optimize the procurement processes, minimize TCO and quickly react to changing business scenario, opportunities and challenges. It provides a single portal for organizations to gain unified visibility by centralizing all their procurement information and make informed procurement strategies. Synertrade's CLM platform is capable to seamlessly manage and gain unified contract visibility, real-time collaboration, approve/reject contracts, sing contract and mitigate compliance.

- Synertrade's CLM solution supports the requirements of both industries and uses case-specific customized solutions to cater to a wide range of industries and dynamic business requirements. The solution is scalable enough to accommodate the organization's changing business requirements and market trends.
- From a geographical perspective, Synertrade has a presence in North America, EMEA, Latin America, and APAC. From an industrial vertical perspective, Synertrade caters to industry verticals including finance, manufacturing, services, and more.
- Synertrade may face competition from both emerging and existing S2C vendors having expertise in catering to clients from SMB to the large enterprise segment. Due to technological innovation and strategic collaboration. However, with its comprehensive functional capabilities, robust technology architecture, strong customer value proposition, and robust roadmap & vision, Synertrade is well-positioned to expand its market presence and enhance the market share.
- Considering product strategy and roadmap, Synertrade plans to enhance key areas including source to contract, procure to pay, purchasing intelligence, core platform & UX, SynerMobile. The company focuses on providing a ready-to-use platform that offers a collaborative working environment without any training requirement and on-the-go mobile features.

## Evisort

---

**URL:** [www.evisort.com](http://www.evisort.com)

Founded in 2016 and headquarters in San Mateo, CA, Evisort is a provider of SaaS-based, AI-powered contract intelligence platforms. Evisort Contract Intelligence Platform supports all types of contracts and has tighter integration with various enterprise systems such as ERP, CRM, HCM, BI, procurement, finance, accounting, and more. Evisort Contract Intelligence Platform offers robust and native capabilities including contract lifecycle management, contract analytics, and contract repository & integrations.

Evisort AI-powered CLM enables the organization to request, draft, redline, approve, sign, report, and renew contracts in real-time. It also includes no-code functionality, self-service templates, and configurable workflows. By analyzing clauses, fields, metadata, and historical contract data, the platform enables the organization to automatically analyze and gain actionable insight. It also helps the organization by providing streamlined negotiations and provides transparency into contract status and progress. The platform is also capable to offer an automated draft of a contract based on a pre-approved template, clause, and historical agreements.

The contract analytics capability of Evisort is packed with various leading technologies such as AI, ML, and NLP that leverage the contract management process and assist the organization in extracting contractual information, searching for revenue, cost-savings, and risk-reduction opportunities across all your contracts, including third-party paper. The platform provides an easy-to-use intuitive centralized in-app dashboard through which the organization can receive alerts for contract expirations, modifications, and renewals, as well as visualize contract data, trends, and productivity metrics. Furthermore, the platform uses pre-trained AI and learning algorithms to ingest analyze and organize contracts.

## Analyst Perspective

---

Following is the analysis of Evisorts' capabilities in the CLM market:

- The Evisort Contract Intelligence platform offers various key differentiators including a centralized repository, configurable workflows & alerts, an AI-powered platform, and an easy-to-use, fully integrated platform to achieve quick ROI.

- Evisort offers AI-powered OCR to automatically capture valuable insights from unstructured documents. It is also capable of automatically finding dupes and group-related docs to identify redundant counter-parties, consolidate spending across the company, and determine the most current operative agreement. Furthermore, Organisation can efficiently search all the contracts for counter-parties, clauses, dates, fields, and metadata. Based on the data and conditions automatically notify for contract expiration and renewal.
- Evisort's CLM platform is capable of seamlessly managing and gaining unified contract visibility, real-time collaboration, approving/rejecting contracts, signing a contract, and mitigating compliance. Evisort's CLM solution supports the requirements of both industries and uses case-specific customized solutions to cater to a wide range of industries and dynamic business requirements. The platform offers various use-cases including vendor contract management, regulatory compliance & third-party risk management, corporate transactions & M&A, deal acceleration, and more.
- The solution is scalable enough to accommodate the organization's changing business requirements and market trends. Evisort is capable of seamlessly integrating with existing storage, CRM, ERP, and procurement systems. Furthermore, the platform offers self-service automated workflows to request, draft, redline, approval, and execution.
- From a geographical perspective, Evisort has a presence in North American regions. From an industrial vertical perspective, Evisort caters to industry verticals including finance, manufacturing, healthcare, services, real estate, and more.
- Evisort may face competition from both emerging and existing S2C vendors having expertise in catering to clients from SMB to the large enterprise segment. Due to technological innovation and strategic collaboration. However, with its comprehensive functional capabilities, robust technology architecture, strong customer value proposition, and robust roadmap & vision, Evisort is well-positioned to expand its market presence and enhance its market share.

## Scanmarket

---

**URL:** [www.scanmarket.com](http://www.scanmarket.com)

Founded in 1999 and headquartered in Denmark, Europe, Scanmarket is a source-to-contract (S2C) software provider that develops advanced functionalities in an effortless design. Scanmarket contract lifecycle management software automates the management of contracts, data, and documentation while also utilising eSignatures to accelerate processes. Scanmarket offers comprehensive capabilities such as eSourcing, eProcurement, eAuction, eTender, eRFx (Request for Proposal / Request for Information / Request for Quotation), Contract Management, Managed eRFx & eAuction Events, Strategic Sourcing, Spend Analytics, User Adoption, ROI, S2C, Source-to-Contract, Project Management, Supplier Management, Vendor Management, Contract Lifecycle Management, Third-Party Risk Management, and Upstream procurement. Scanmarket CLM provides key capabilities including Streamlined Contract Authoring, Contract Visibility, Compliance & Control, and central contract repository.

Scanmarket CLM provides a central contract repository capability, allowing for tighter data access control while still allowing for easy management of documents and contracts. Additionally, the software helps to ensure that all relevant employees have access to view, control, and track changes to company contracts, including document history. Centralized storage provides collaborative version control, allowing for simple collaboration between various parties.

Scanmarket CLM offers contract visibility, which allows for a complete overview of contracts, including documents, metadata, clauses, and SLAs, through a single shared repository, as well as extensive segmentation, search, filter, reporting, and dashboard functionality. The software assists in storing contracts and recording metadata in a quick and easy to monitor and drive manner.

Scanmarket CLM provides a compliance and control capability that enables organisations to gain control over agreements through Reminders and notifications, as well as by managing supplier commitments and agreed penalties, which aids in the evaluation of contract risk and criticality levels.

## Analyst Perspective

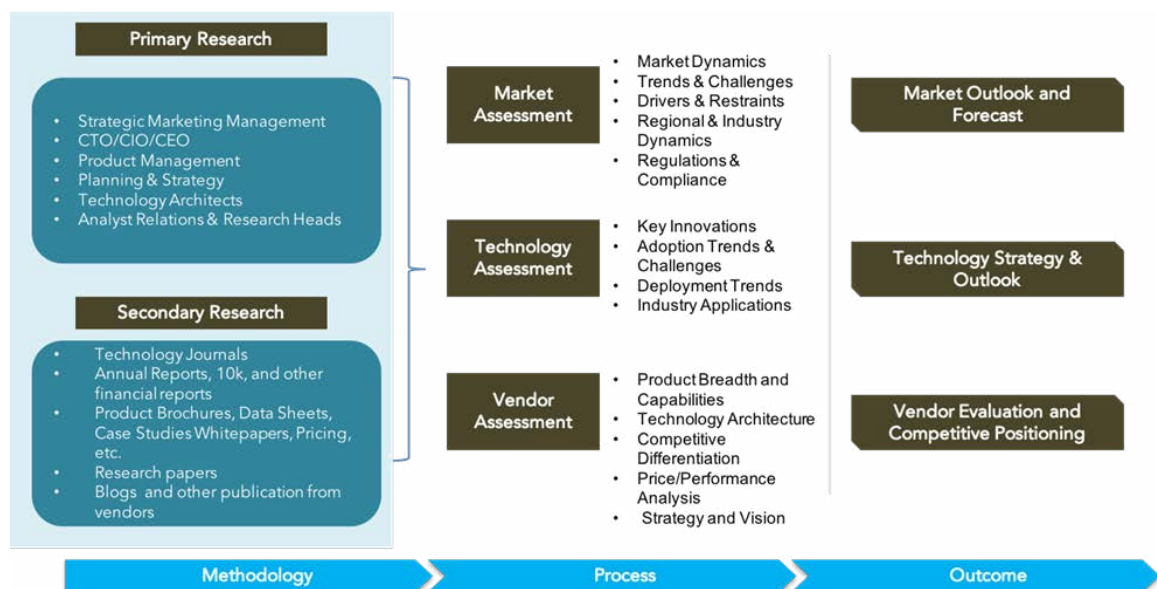
---

Following is the analysis of Scanmarket's capabilities in the Contract Lifecycle Management (CLM) platform market:

- Scanmarket's single and unique software across multiple contract and compliance domains enables businesses manage multiple contract areas as well as related governance, risk, and compliance. Scanmarket simplifies organisation by consolidating all contracts into a single system. Organizations are better equipped to reduce cycle times, minimise risk, and improve compliance with a centralised repository.
- Scanmarket supports the most popular integration protocols via open APIs and can integrate with all major ERP and P2P platforms. Spend Analytics, Supplier Risk & Performance Management, eAuction, eRFx, Contract Lifecycle Management, and Project Management are all built into Scanmarket's source-to-contract platform. It is quick and simple to implement changes across the platform, and automation reduces the likelihood of human error.
- Scanmarket offers a highly scalable platform architecture to meet the complex contracting requirements of small to large organizations. This enables it to cater to multiple use cases including automated documents, contract metrics, unified contract visibility, AI-powered contract digitization, centralized repository, and much more.
- From a geographical presence perspective, Scanmarket has a major presence in North America and the European Union, followed by the Asia Pacific and MEA region. The company is gradually expanding across Latin America, Middle East & Africa, and Canada. Scanmarket has a strong customer base that provides services to a wide range of leading brands in a diverse variety of industry verticals, such as energy & utilities, CPG & retail, manufacturing, professional services, and many more.
- Scanmarket is well-versed in the upcoming opportunities in the contract lifecycle management (CLM) market and has developed strategies to meet the supply chain management market's emerging trends. The company may face competition from both emerging and established vendors offering integrated sourcing and procurement suites. The company may also face challenges from ongoing market consolidation trends. Scanmarket, on the other hand, is poised to increase its market share in the global contract lifecycle management market thanks to its contract-centric paradigm, robust AI, and functional capabilities.

## Research Methodologies

Quadrant Knowledge Solutions uses a comprehensive approach to conduct global market outlook research for various technologies. Quadrant's research approach provides our analysts with the most effective framework to identify market and technology trends and helps in formulating meaningful growth strategies for our clients. All the sections of our research report are prepared with a considerable amount of time and thought process before moving on to the next step. Following is the brief description of the major sections of our research methodologies.



## Secondary Research

Following are the major sources of information for conducting secondary research:

### Quadrant's Internal Database

Quadrant Knowledge Solutions maintains a proprietary database in several technology marketplaces. This database provides our analyst with an adequate foundation to kick-start the research project. This database includes information from the following sources:

- Annual reports and other financial reports
- Industry participant lists
- Published secondary data on companies and their products

- Database of market sizes and forecast data for different market segments
- Major market and technology trends

## Literature Research

---

Quadrant Knowledge Solutions leverages on several magazine subscriptions and other publications that cover a wide range of subjects related to technology research. We also use the extensive library of directories and Journals on various technology domains. Our analysts use blog posts, whitepapers, case studies, and other literature published by major technology vendors, online experts, and industry news publications.

## Inputs from Industry Participants

---

Quadrant analysts collect relevant documents such as whitepaper, brochures, case studies, price lists, datasheet, and other reports from all major industry participants.

## Primary Research

---

Quadrant analysts use a two-step process for conducting primary research that helps us in capturing meaningful and most accurate market information. Below is the two-step process of our primary research:

**Market Estimation:** Based on the top-down and bottom-up approach, our analyst analyses all industry participants to estimate their business in the technology market for various market segments. We also seek information and verification of client business performance as part of our primary research interviews or through a detailed market questionnaire. The Quadrant research team conducts a detailed analysis of the comments and inputs provided by the industry participants.

**Client Interview:** Quadrant analyst team conducts a detailed telephonic interview of all major industry participants to get their perspectives of the current and future market dynamics. Our analyst also gets their first-hand experience with the vendor's product demo to understand their technology capabilities, user experience, product features, and other aspects. Based on the requirements, Quadrant analysts interview with more than one person from each of the market participants to verify the accuracy of the information provided. We typically engage

with client personnel in one of the following functions:

- Strategic Marketing Management
- Product Management
- Product Planning
- Planning & Strategy

## **Feedback from Channel Partners and End Users**

---

Quadrant research team researches with various sales channel partners, including distributors, system integrators, and consultants to understand the detailed perspective of the market. Our analysts also get feedback from end-users from multiple industries and geographical regions to understand key issues, technology trends, and supplier capabilities in the technology market.

## **Data Analysis: Market Forecast & Competition Analysis**

---

Quadrant's analysts' team gathers all the necessary information from secondary research and primary research to a computer database. These databases are then analyzed, verified, and cross-tabulated in numerous ways to get the right picture of the overall market and its segments. After analyzing all the market data, industry trends, market trends, technology trends, and key issues, we prepare preliminary market forecasts. This preliminary market forecast is tested against several market scenarios, economic scenario, industry trends, and economic dynamics. Finally, the analyst team arrives at the most accurate forecast scenario for the overall market and its segments.

In addition to market forecasts, our team conducts a detailed review of industry participants to prepare competitive landscape and market positioning analysis for the overall market as well as for various market segments.

## **SPARK Matrix: Strategic Performance Assessment and Ranking**

---

Quadrant Knowledge Solutions' SPARK Matrix provides a snapshot of the market positioning of the key market participants. SPARK Matrix representation provides a visual representation of market participants and provides strategic insights on how each supplier ranks in comparison to their competitors, concerning various performance parameters based on the category of technology excellence and customer impact.

## Final Report Preparation

---

After finalization of market analysis and forecasts, our analyst prepares necessary graphs, charts, and table to get further insights and preparation of the final research report. Our final research report includes information including market forecast; competitive analysis; major market & technology trends; market drivers; vendor profiles, and such others.

## **Client Support**

---

For information on hard-copy or electronic reprints, please contact Client Support at  
[rmehar@quadrant-solutions.com](mailto:rmehar@quadrant-solutions.com) | [www.quadrant-solutions.com](http://www.quadrant-solutions.com)