



# CASE STUDY

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## 2022

LARGEST  
PHARMACY CHAIN  
SWITCHES TO  
**VOLODY CLM**  
FOR DIGITIZATION  
OF CONTRACTS  
AND ALL  
DOCUMENTATION

@ [connect@volody.com](mailto:connect@volody.com)  
🌐 [www.volody.com](http://www.volody.com)



# 01

## The Company

14<sup>+</sup>  
years

**Presence in the Country**

3500<sup>+</sup>

**Workforce**

\$135M<sup>+</sup>

**Turnover**

13%

**Market Share**

## The Challenge

As it is the largest chain of medical stores in the country, they have more than 1000 stores. All the shops are taken on lease. Execution and management of lease documents and other paperwork has always been a hassle.

Manual calculations of rent escalations were particularly problematic because there was more room for error. There was also no centralized repository for cash flow management or security deposit refunds, which became exceedingly difficult to track due to the enormity of operations.

Negotiations and keeping track of bulk contracts was becoming very difficult.



# 02

**Management of  
various licenses for  
each store**

**The customer  
lacked standard templates  
and clauses**

**Non-availability  
of centralized contract  
repository**

**Inability to  
electronically collaborate  
over the contracting  
process**



With a 1000 + retail outlets to manage, the client wanted to automate the documentation & contracts and Volody CLM came to their rescue

# The Solution

Based on the challenges mentioned, Volody CLM experts outlined a plan of action to ensure successful CLM implementation that would address all their challenges.

Contracts were organized store wise as well as region wise for better allocation. A central repository for all property documents was created. Auto-calculation of rent was computed via software and automated reminders were set for rent escalation. MIS was in place for outgoing rent, lease escalations and security deposit refunds.

Volody automated online negotiations and approvals of contracts for the client.

All licenses were stored and tagged to the person managing respective licenses. Separate MIS and reminders were established for each license expiration and renewal.

Volody offered store and region wise MIS and reports for easier analytics.

**Streamlined workflow including Business Development, Sales, Legal, License and Trademark Department.**

## Requirement

Ease-of-use in the contract submittal and filling process

Create and track contract versions through negotiation and review processes

Track key contract terms, critical dates, statuses and provide alerts when necessary

The client needed to track trademarks filed by the company

The client needed updates for renewals and analytics

## Volody CLM Solution

Volody CLM made it seamless for the contract user groups to submit requests for new lease and renewal contracts or new agreements.

Volody CLM implemented version control to track versions through the negotiation and review processes.

Meta information was extracted from the contracts and uploaded to the CLM.

### Benefits

- Allows for easy and time efficient contract upkeep.
- Ensures awareness of upcoming expiry dates
- Easily accessible alerts about expiration dates

Facility to track trademarks filed by the company and status of such trademarks including details of lawyers / law firms hired in case of suits against trademarks

Email based summary reports on regular intervals to top management for contract renewals and license renewals.

# The Impact

# 04

The implementation of Volody CLM had a marked impact on customer's contracting process.

## **01 Volody improved the process of creating new contracts**

Since Volody streamlined the authoring, negotiation, and signing process, the entire contracting process for all new contracts – all the way from request to the repository turned seamless. Volody CLM is an access-controlled system which uses controls that allow the users to view the contracts as per their scope of work.

## **02 Clause & template library**

Volody created a centralized place for the storage and governance of all the latest contract templates and clauses with version control.

## **03 Reports & Analytics**

Detailed reports and comprehensive dashboard were created based on the metadata extracted from the contracts.

## **04 Collaborative workflow**

A platform was built to electronically and efficiently collaborate drafting, negotiations, approval, and digital signatures of all the contracts. The process runs from request to signing.

## **05 Centralized storage**

Thousands of active and expired contracts were migrated to the Volody CLM solution. All the contracts are now stored in a one-stop solution – the Volody CLM.





# Volody Contract Lifecycle Management

# 05

Volody CLM is the only tool you need for all your contracts. Spend less time shuffling between applications, editors & e-signature tools and save money.

Real-time drafting and negotiation with online editing eliminates time-consuming tasks such as downloading, re-uploading and back-and-forth emailing.

Draft, sign, store, and manage all of your contracts with unlimited e-signatures and storage. Volody CLM can work with any type of contract hereby saving you time and cost.

Automate workflows and generate custom reports by routing relevant documents to the appropriate person for approval and creating reports that compare the terms from substantial amount of contracts in a matter of minutes.

**Join thousands of customers using Volody to optimize their business.**



#### USA

1375 Broadway, 15th Floor, New York, NY 10018  
+1 917-724-2760

#### INDIA

Eco House 604, Vishveshwar Nagar Rd, Churi Wadi, Goregaon, Mumbai 400063  
+91 8080-809-301

#### CANADA

INC Business Lawyers 1103 - 11871 Horseshoe Way, 2nd Floor, Richmond BC V7A 5H5 CANADA

#### EMAIL

[connect@volody.com](mailto:connect@volody.com)