

# CASE STUDY

**Volody solves contracting issues of one of the largest telecom operator service provider**

## The Client

The client is a multinational telecom company. It offers a wide range of services including mobile and fixed-line telephony, broadband internet, and digital television. The client has a net revenue of \$53B+. The client has over 300m mobile customers, & more than 27m fixed broadband customers.

In addition to its core telecom services, the client has expanded into other areas such as Internet of Things (IoT) solutions, cloud services, and digital entertainment. It has partnerships with various content providers & offers streaming services, mobile TV, and music downloads to its customers.



### 49 years

of experience in providing the best network solution



### 67+ countries

presence with additional corporate clients in over 150+ countries



### 130,000+

Workforce satisfying all the customers

## Objectives

The objective of this project is to streamline contract approval & signature processes. This project highlights the challenges faced by the client in managing complex functions, segments, and clusters. The project focuses on integrating multiple applications, coordinating efforts across departments, successful development & training, achieving stakeholder sign-off, and uploading a large volume of historical contracts for improved operational efficiency.

## Challenges

- Complex organizational structure: Coordination and decision-making challenges across departments.
- Workflow variations: Diverse contract approval and signature processes causing delays.
- Stamp paper procurement: Logistical challenges and regional regulations.
- Integration with IT ecosystem: Technical hurdles and security layers.
- Extensive stakeholder involvement: Coordination and collaboration across functions.
- Training and change management: Multiple sessions for user adoption.
- Historical data upload: Complex task with data synchronization and integrity.



# Solution Process

After careful consideration, the client chose Volody as the contracting partner. Volody initiated contracts on a department-wise & region-wise basis, ensuring efficient management. These were the steps taken by Volody to fulfill the company requirements and supercharge their contracting process:

- 1 Streamlined Workflow & Approvals**  
Customized system for efficient contract approvals and signatures across segments
- 2 Deviation Approval Mechanism**  
Flexible system for handling contract variations within defined parameters
- 3 Centralized Stamp Paper Procurement**  
Overcame PAN India sourcing challenges of stamp papers for 8 different functions/departments
- 4 Seamless IT Ecosystem Integration**  
Integrated with 20+ interconnected applications, adhering to telecom compliance
- 5 Handover and Implementation**  
Upload over 17,000 historical contracts, obtain sign-off from various departments, & complete the operations handover post-successful implementation.

# Results

- Streamlined contract approval process across segments and clusters.
- Implemented deviation approvals and improved compliance mechanism.
- Resolved PAN India stamp paper procurement challenges.
- Integrated complex IT ecosystem, enhancing operational efficiency.
- Successfully managed project with coordination of eight departments.
- Completed development & implementation in shorter time frame.
- Uploaded 17,000+ historical contracts, integrated data from other systems.

18,500+

Total number of contracts were managed efficiently by Volody's AI powered CLM.

30+

Templates created on the customizable workflow tailored according to the client needs.

27%

Reduction in admin cost by streamlining the contracting process.

## Why Volody

### Superior Customer Support

By working with diverse customers facing similar challenges, we gain valuable insights from a wide range of customer base thus helping us provide with superior customer support.

### Enhanced Performance

Experience reduced latency, resulting in a smoother & more efficient user experience, thereby promoting increased user adoption.



### Flexibility and Customization

Quickly fine-tune and adapt our CLM to meet the unique business needs of each customer, embracing agile customization to ensure a tailored solution.

### Scalability

Empower efficient handling of large contract datasets without compromising performance, accommodating growth as needed.

### Faster Development Cycles

Facilitate the rapid delivery of innovative features & functionalities, ensuring that Volody meets the evolving needs of its customers through frequent software updates.



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