



## A Managed Services Solution for Contract Administration

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### THE CHALLENGE

MAKE Corporation's client is a highly respected financial institution with a reputation for developing products and programs that help customers get the most for their money. The client is equally focused on maximizing return on investment in its non-customer-facing operations. With a goal to optimize both quality and effectiveness in its back-office support functions, the client asked MAKE, as its long time staffing partner, to help it identify ways to improve workflow in a unique cross-functional area that co-housed finance professionals with attorneys.

In addition to typical financial management functions, the client's finance department had responsibility for contract management, since any type of contract — from procurement to employment — represented a financial obligation. Based on the way the department was structured, the attorneys who reviewed contracts prior to signing also handled every administrative aspect of contract management. While contract review requires highly specialized knowledge and expertise, contract administration does not require the same level or type of skills. This clear mismatch between task and skill set impacted staff engagement, productivity and retention.

### SOLUTION

#### Designing a More Effective Way to Work

In order to identify ways to more efficiently execute the contract management function, MAKE examined every task related to contract management. It then mapped out what was done, who did it, when it was done and in what sequence. Once MAKE's team understood exactly what each person did and how all of the tasks related to one another, it became clear that high-level attorneys were routinely burdened with administrative tasks. The work was poorly matched to their skill set and represented an inefficient use of resources. Looking for ways to streamline processes, MAKE identified a number of administrative tasks that could be offloaded to its own team and delivered as a managed service, governed by specific service level agreements. As a result, the client transferred part of its contract management workload over to MAKE. The transition of responsibilities was seamless, mitigating disruption to client staff while contributing to greater job satisfaction for client staff as tasks became more closely aligned with skills.

### RESULTS

#### The Benefits of Reconfiguring Workflow to Better Match Task to Skill

Once MAKE's team had assumed responsibility for administration tasks related to contracts, workflow within the client's finance function improved significantly. In-house attorneys are now able to focus more effectively on higher-level tasks. MAKE now handles all incoming contract requests and then executes or assigns each follow-up activity, as appropriate. For example, in the case of non-disclosure agreements (NDAs), MAKE actually creates the NDA and sends it back out

for signature. By centralizing contract administration tasks and transferring responsibility for them to MAKE, the client is assured of timely follow-up and correct routing on every activity. In addition, MAKE's staff now uploads all information into a database. This allows it to track every task, providing the client with unprecedented visibility into workflow.

With the entire contract management process fully defined, MAKE can quickly scale workforce resources to meet demand spikes. Improving worker efficiency by 12%, MAKE has been able to handle significantly higher volume as well, with monthly tasks assigned to the MAKE team increasing from 1,200 to 4,000. These include new tasks added since the start of the engagement as the client expanded on the original scope. By reconfiguring resources in order to focus on higher-knowledge tasks, MAKE's client has realized lower costs, improved efficiency, higher employee satisfaction and reduced turnover.

## About MAKE CORPORATION

MAKE Corporation is a full-service professional recruiting firm that delivers exceptional talent solutions, fueled by a highly efficient recruiting engine and supported by unmatched industry knowledge and insight. Based on deep expertise in IT and expanding capabilities in accounting, finance, medical, legal and other professions, MAKE helps both large and mid-market clients efficiently find the high-quality talent they need to grow and prosper.

# MAKE

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