

New visibility and possibilities as Mohegan sets the sun on outdated contracting processes.

Contracts 365 helps a leader in the entertainment industry improve contract management processes in a highly regulated, contract-intensive business.

INDUSTRY

Gaming and Entertainment

OBJECTIVE

To evolve from a disparate, home-grown contract management system to a centralized contract management software solution that addresses the needs and usability requirements of the entire organization.

RESULTS

- Contract processing ability increased by more than 60% upon project rollout
- Utilization of Contracts 365 is driving efficiencies in new areas of the business
- Centralized repository and standardized process for contract submission and review
- Automatic workflows keep business users abreast of contract status

Customer Profile

Since opening its flagship property, Mohegan Sun, in Uncasville, Connecticut in 1996, Mohegan Tribal Gaming Authority has grown to become one of the world's premier gaming and entertainment companies. Today, Mohegan operates properties across the U.S.—in Pennsylvania, New Jersey, Washington state, and Nevada—as well as international locations in Ontario and South Korea, and three online gaming sites.

Business Challenge

“We needed to better organize the way our contracts came in for legal review,” said Stephen Costa, Corporate Counsel for Mohegan. Over the years, Mohegan had tried a number of different processes to manage contract review requests—but these efforts were highly manual and often required people to be constantly checking on the contract's status to keep things moving. “The previous process didn't give our business customers an understanding of where contracts were in the workflow process. As a result, it created a flurry of unnecessary emails and bottlenecks as information could not be readily shared across the organization.”

Why they chose Contracts 365

After reviewing nearly a dozen other contract management software applications, Mohegan zeroed in on Contracts 365. Contracts 365 stood out for a couple of different reasons. One was the fact that Contracts 365 stores Mohegan's data in Mohegan's Microsoft 365 cloud. “When our subscription ended with our prior software vendor, we had to undergo a process to have our contracts and data returned to us. With Contracts 365, we always have control over the data,” Stephen explained, “which is a huge plus for us.”

He went on, “Another important differentiator is the flexibility to configure the system in different ways—and to be able to do so on our own. With Contracts 365, we are configuring it directly, making little tweaks, and executing on ideas about how we can further leverage the software. With other software vendors, this wasn’t nearly as easy to accomplish.”

As the Mohegan Team came together, usability quickly became another important factor in their decision. “The interface was simple and easy to use,” Stephen explained. “Our business users really liked the idea that they can generate contracts directly from templates, they can submit contracts directly, and view the status of their contracts at any time. Similarly, our contract management team really appreciates the visual hierarchy present in the system. Everything is organized in one place; the master contract and all amendments in a tree-like structure. Definitely a huge plus.”

The Early Results

“The biggest benefit is that Contracts 365 has helped us to scale much more easily.” said Stephen. In the past, when Mohegan added new properties, the workload would increase dramatically, so the contracts team would either need to expand or find ways to work harder to handle the additional work.

“Now, the process to submit and review contracts is much easier. Business users only need to go to one site to submit their legal matters and contract requests, to view their contracts, and to do what they need to do,” Stephen noted, which took a significant burden off the contracts team.

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Stephen Costa, Corporate Counsel

“We used to handle maybe 50–60 contracts per month. Now, it’s more like 80 or 90.” Stephen continued. That translates to a greater than 60% increase in contract processing ability. And the more they use Contracts 365, the more they realize its benefits.

Overall, the legal team at Mohegan is pleased and sees the potential for more efficiencies to come. “It’s definitely given us better insight into the volume of contracts that we handle, and how we might better process them to move contracts through the system more effectively.”

contracts³⁶⁵

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ABOUT CONTRACTS 365

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