



## CUSTOMER CASE STUDY

# GRANT COUNTY PUBLIC UTILITY DISTRICT

## Grant Recognizes an Estimated 3x Return on Investment in Contracts365™

Switch to Digital Contract Management Workflow Accelerates Turnaround Time by Over 60%

### INDUSTRY

Electric and  
Telecommunications Utilities

### OBJECTIVE

To digitize and streamline contract processes and automate key compliance activities while increasing employee productivity and decreasing overall costs and risks.

### RESULTS

- Eliminated manual tasks and reduced contract processing time by over 60%
- Decreased contract processing costs by approximately 75%
- Recognized an estimated 3x return on their contracts management investment
- Increased contract consistency and compliance while reducing risk

### Customer Profile

Founded in 1938, Grant County Public Utility serves more than 40,000 customers in Grant County, Washington. Generating more than 2,000 megawatts of clean, renewable, and reliable electricity, they own and manage the Priest Rapids and Wanapum dams and operate a fiber-optic network. The founders' vision of providing low-cost utilities has enabled the region to attract new businesses and create more jobs that lift its economy.

### Business Challenge

The Grant procurement department oversees contracts for goods and services concerning power generation, power delivery, resource management, telecommunications, equipment, maintenance, and services.

As a regulated utility, they need to justify and review all vendor contracts. Their processes were manual and time-consuming. For example, procurement could take days trying to get all the approvals completed using email and interoffice mail. And if they uncovered an error, that translated into more time for corrections. Another user pain point was understanding a contract's status, which required a call to the procurement officer.

Once procurement completed a contract, Grant did not have a user-friendly central system to store and manage them. Further, tracking and meeting contract obligations were inconsistent. This inconsistency put Grant at risk of non-compliance and exposed the organization to potential audit and legal consequences. They needed a contract management system that provided a rich repository, automated templates, clause library, approval workflow, obligation management, and strong reporting. Contracts365 met their criteria.

## Solution

Grant initially implemented Corridor's on-premises solution, CM[.app], in 2015. After three years of successful use, they upgraded to Corridor's next-generation product, Contracts365™, a cloud-based SaaS platform optimized for Grant's Microsoft 365 environment, thus reducing the burden on IT. Contracts365 addressed the team's security and IT concerns because it stores all the contracts and data within Grant's Microsoft 365 tenant. Starting the contract process is very straightforward because of the platform's enhanced and simplified user experience. Additionally, it automatically generates standardized Grant contracts and supporting documents (e.g., Task Authorizations, Change Orders, etc.). Non-procurement staff initiate requests through a direct interface that guides them through the pre-approval process and includes an automated checklist for all the required details. Email notifications alert procurement when the requests are ready for their attention.

Further, Grant has three contract methods: Bid, Non-bid, and Change order. Contracts365 routes the requests according to the contract method, processes them automatically in one smooth workflow, and calculates the total contract value. As a result, it has reduced human errors, simplified change orders, and freed up procurement resources to focus on the substance of the change orders.

Contracts365 provides more flexibility. The platform delivers advanced capabilities and ongoing product enhancements automatically via the solution's SaaS-based configuration. Grant now automatically routes change orders and commission approvals to management. System alerts help users tend to contract obligations without missing a deadline. And handling contract closeout automatically with a separate workflow helps boost the organization's productivity. Contracts365 auto-generates reports for Grant's Board at the end of every month. Also, it presents workflow metrics – helpful in identifying contract process bottlenecks.

*"Because Contracts365 enables us to turn around and monitor contract requests quickly, we can better support our organization's growth."*

*Carol Mayer, Procurement & Warehouse Manager*

## Results

After implementation, Grant immediately recognized the benefits. First, automated workflows, alerts, and reporting have increased efficiency and productivity. Contracts365 integration with DocuSign allows for efficient digital signature by compressing one to three weeks into minutes and at a lower cost. Managers can view up-to-date reports on contracts initiated, executed, or up for renewal. Second, by eliminating manual tasks, Grant reduced processing time by over 60%. Overall contract processing costs have been reduced by 1/3. In terms of ROI, the team estimates approximately a 3X return on their investment.

## Looking to the Future

To support the county's expansion, Grant plans to add several substations over the next two years, which means more contracts. Over the next few years, the organization is looking further to streamline by completing a technology roadmap improving many systems and increasing efficiency.



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### ABOUT CORRIDOR COMPANY

Corridor Company is the leading provider of Contract Lifecycle Management Solutions for Microsoft 365. With hundreds of thousands of users globally, organizations such as Chelan County PUD, Modesto PUD, New Balance, Urban Outfitters, AARP, Carl Zeiss, and many more put their faith in Contracts365.