

Taiwan-based cloud IT infrastructure provider Wiwynn chooses Contracts 365 for contract management success.

Wiwynn bucks the trend, choosing a SaaS-based CLM for a more efficient and effective solution.

INDUSTRY

Technology

OBJECTIVE

To build a modern and efficient CLM system provided by a company that delivers the partnership and support Wiwynn needs.

RESULTS

- Successfully transitioned to a SaaS-based contract management solution
- Supported increased contract needs as business grew
- Simplified CLM workflow improved the efficiency of contract request and fulfillment
- Global adoption for all users involved in the contracting process

Customer Profile

Wiwynn is an innovative provider of high-quality cloud computing server, products, and rack solutions for data centers. Established in 2012, Wiwynn has grown into a global leader, specializing in providing integrated, end-to-end solutions for top-tier data centers who are looking to build, distribute, or resell cloud services to their clients.

Business Challenge

In Taiwan, technology companies often build the software solutions they need in-house, and Wiwynn traditionally relied on the contract management solution provided by its parent company. As Wiwynn worked to establish its own independent IT system, it became imperative to explore a new CLM solution. This transition was not only about adopting a new platform; it represented an opportunity for Wiwynn to make system and process improvements specific to Wiwynn and to enhance overall contract management efficiency.

Wiwynn's chief legal officer, Lois Lin, had worked at an American company for many years. She knew that companies abroad often turned to SaaS providers, and she was interested in exploring a cloud based contract management solution.

Why they chose Contracts 365

After meeting with several prospective vendors, Lin attended an online summit held by World Commerce and Contracting (WCC) called Battle of the Tech. "Contracts 365's presentation impressed me very much. And I was immediately struck by the company's name, because I felt it would integrate with Microsoft 365 very well, proving a similar function for contract management."

Lin saw presentations from three of the Battle of the Tech finalists and ultimately chose Contracts 365. “I’m very happy about the decision I made. Throughout our evaluation, the Contracts 365 team worked very hard to address our concerns—one of them being the time and language differences as they are a US-based company.” After a series of in-person meetings, and remote working sessions—and through the support and responsiveness they received—Lin’s concerns were fully allayed.

The Early Results

Wiwynn recently launched the Contracts 365 solution, which has been declared a success. “The Contracts 365 Implementation Team, from the beginning, stressed that we wanted to avoid having a ‘technical success’ without having a ‘business success,’” Lin recalled. “With this in mind, we worked very hard to communicate with our business leaders, to clearly articulate goals and expectations, and to provide the training necessary to ensure user adoption and the success of the system.”

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Lois Lin, Chief Legal Officer

“The digital transformation is apparent throughout our organization. Previously, people would contact the Legal team by phone or email to begin the contracting process, and again to discuss or inquire about the status of their contract.” Lin continued, “When a process is too cumbersome, it creates unnecessary risk for the organization. With Contracts 365, it now takes less than 30 seconds to submit a request. Because the system is easy to use, and requests are easy to submit, everyone involved in the contracting process has readily adopted the system.”

Even though the contract volume increased, Wiwynn was able to handle this uptick without additional resources. “The efficiency introduced by the system allows our legal resources to track and manage the complete contract lifecycle in one application.”

With the success of the system, Lin has become a big advocate of SaaS-based solutions and hopes other companies will consider a similar approach. “Many Taiwanese high-tech companies still use in-house teams to build their CLM. Given the technology trends—and rapid evolution of AI—we should continue to partner with companies like Contracts 365.”

contracts³⁶⁵

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