

# A long-term partnership.

Helping tech leader Microsoft streamline and optimize contract operations since 2009



*"The best outsourced team we have at the company by far. The work you do all year is important and you do it at a level above any other provider."*

- Rob Greenall,  
Director, CELA

*"This is the best support team at Microsoft. The amount of work, dedication, and customer-focus you all deliver is staggering, particularly during our busiest and most critical fiscal year-end cycles."*

- Tom Orrison, Sr.  
Director, CELA

When Microsoft needed help managing an expanding volume of procurement contracts, they turned to Integreon. Over the course of more than 15 years, the Integreon team has implemented effective solutions for contract lifecycle management (CLM) that streamline operations while spearheading innovation in legal service delivery. Today, Integreon supports eight additional workstreams beyond contract reviews, including administrative and legal business support. The result is an ongoing partnership that enables Microsoft to more effectively align its resources to drive business growth.

## Why choose Integreon?



Ability to quickly scale up resources both onshore and offshore



Innovation programs, including automation design and implementation



Additional shared services, including project management



Ability to create complete workflow documentation



Active participation in Microsoft initiatives to improve their products and services

## The partnership begins

In 2008, Microsoft was juggling an increasing volume of routine procurement along with more complex agreements, such as master services agreements and statements of work. Turnaround times for legal review averaged three days per contract, straining internal staff. To prevent procurement delays, Microsoft decided to adopt a new approach to contract review: centralizing the processing and management of high-volume, low-risk contracts with an external partner. Following a review of alternative legal service providers (ALSPs), Microsoft chose Integreon.

Working as an extension of Microsoft, the Integreon team set about reengineering the contracting processes and workflow while minimizing disruption to its internal team.

## Expanding the partnership

Building on these early successes, Integreon continued to expand its partnership with Microsoft, bringing new services and innovations to its contract practice over the years. Highlights include:

- Taking over the internal Help Desk and providing a one-stop shop for contracting services within Microsoft
- Assisting in the selection and implementation of a new CLM platform and providing administrative and intake support for the platform, handling contract review, data abstraction and migration of 22,000 agreements to the CLM platform
- Expanding services to Integreon's teams in India and in the Philippines to support Asia Pacific region (APAC) operations
- Scaling up to support an increased volume of contract reviews triggered by new data protection and privacy regulations
- Expanding a subject matter expert (SME) support team
- Managing new contract types processed through a new intake tool and new Microsoft audit policies
- Implementing a variety of innovation projects and tools based on artificial intelligence (AI)

## Partnership by the numbers

# 40K

contracts reviewed annually

# 118K

contract entities in the CLM platform annually

# 18K

contract Help Desk request resolutions annually

# 24/5

delivery schedule, leveraging time zones worldwide

# 90+

dedicated associates

# 4

delivery centers: US, UK, the Philippines and India

# 25

languages

# 1

escalation team focused on customer satisfaction

## Embracing innovation

From the beginning, Microsoft and Integreon adopted new systems and technologies to drive progress. Throughout the engagement, Integreon has worked to support and maximize Microsoft's tools—including its automated contract Help Desk as well as using new technologies, such as robotic process automation (RPA) and AI.

### Integreon also manages key services of:

AskCELA, a team consisting of engineers and support analysts who provide technical support in a safe and effective way to engage Microsoft with business questions, processing approximately 22,000 support requests annually. Achievements include:

- 30% volume decrease in matter management due to automation efforts by the AskCELA team partnering with Microsoft Engineering
- Year-over-year improvement in service-level agreements (SLAs) for Admin and Legal Procurement support due to improved workflow efficiency
- 99% quality average, year over year
- 4.8 out of 5 stars average customer survey feedback scores

These and other initiatives have helped realize continuous improvement in performance for Microsoft's contract operations.

## Integreon performance



99%+ of all requests completed without any escalation



Contracts stored within 4 hours of signature on average



Average contract review turnaround time within 24-48 hours



Help-desk requests responded to and resolution under 24 hours on average



Request for signatures completed within 2 hours on average



70+ associates trained on AI-powered copilots for efficiency gains

## Process improvement examples

### Bulk upload automation

**Problem:** Microsoft manually created hundreds of contracts in Icertis Application for bulk upload requests.

**Solution:** Integreon designed a robotic process automation (RPA) solution using Power Automate Desktop to streamline repetitive tasks and business processes.

**Impact:** Increased efficiency and quality by 50% to 60% with minimal manual input required.

### Purchase Order (PO) approval automation

**Problem:** Manual PO approval process response times averaged 90 to 120 minutes.

**Solution:** Integreon designed a solution using Azure Logic Apps/ Power Automate, Teams, and SharePoint to fire alerts based on specific events in AdobeSign.

**Impact:** Improved PO Approval response times by 80%, averaging 10 to 15 minutes.

### Escalations tool

**Problem:** Escalation communication between Integreon and Microsoft was done through emails.

**Solution:** Integreon designed a Power Apps portal to collaborate between Microsoft SMEs and Integreon's internal team on escalations. Features include raising, routing, tracking escalation status, collaboration, documentation and live notifications.

**Impact:** Increased efficiency by 50% in managing escalations over a year.

Learn how Integreon can help your organization do more and do it better.

Contact us today at [info@integreon.com](mailto:info@integreon.com) or visit [integreon.com](https://www.integreon.com).



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