

La Jolla Pharmaceutical

CLM Suite Seamlessly Integrates with Spend Management

Business Overview

For over twenty-nine years La Jolla Pharmaceutical Company (“La Jolla”) has focused on the discovery, development, and commercialization of innovative therapies intended to significantly improve outcomes in patients suffering from life-threatening diseases. The company’s primary drug targets are synthetic versions of naturally occurring peptides for the treatment of life-threatening diseases.

Challenges

La Jolla operated a home-built system to manage its more than 2,000 contracts. As the organization continued to grow, limitations began to surface and impact the business. Most importantly, the system lacked features like automated tracking, notifications of when contracts were due to expire and a robust search function. In addition, the home-grown system had quirks like displaying an error if certain characters were used in a contract’s title. Another challenge was that the legal team had to use a technical resource outside the department to generate reports.

Senior Document Management Associate Vicki Peyton had been using ingenuity and manual workarounds to keep the ship afloat, but with more than 2,000 contracts to manage, the time had come to put in place a modern

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and efficient CLM system.

To increase efficiencies and streamline processes, contract management had to connect with Coupa’s Open Business Network™, a tool used by La Jolla to manage suppliers and spending.

The Search

The biotech company asked four CLM solution providers

to showcase their capabilities around vendor request workflows, contract monitoring, optical character recognition (OCR) for searching all documents, and most importantly, the ability to sync data with Coupa.



Industry

- Healthcare: Biotechnology and Drugs

Challenges

- Replace home-grown system with modern, configurable contract lifecycle management (CLM) application
- Integrate with Coupa spend management software, reliably populating data across two systems
- Adapt to quickly evolving technical requirements

Agiloft Solution Benefits

- Integrated seamlessly with Coupa spend management software
- Responsive and knowledgeable support team managed the bulk of the integration with only minor contributions from other parties
- Responsive and adaptable platform enabled quick changes to design even after implementation had begun

La Jolla selected Agiloft Contract Management Suite. "It was the most attractive." Vicki Peyton said. "With the money-back guarantee you can't beat it. If we didn't like the software after a certain amount of time, we didn't have to pay for it. Also, the sales person was very good about following up and asking the right questions."

The Project

Agiloft installed a modern CLM system customized to La Jolla's work streams, including a unique 'watcher' list for each contract that reflected the needs of the business, a tailored vendor request workflow, integration with DocuSign, and user-friendly report creation.

For the integration with Coupa's spend management system, the Agiloft team worked directly with the Coupa consultant on the technical aspects to lighten the burden on La Jolla. The integration went smoothly thanks to the configurability and flexibility of Agiloft's platform. Agreements initiated via Agiloft migrate to Coupa for financial approvals. In turn, the final approved agreements are available in Coupa.

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Despite a strong vision for the initial project, La Jolla found the ability of the platform to adapt to the changing needs of its stakeholders a big advantage. "We made so many changes, even up until the last month before rollout." Vicki Peyton said. "I thought we would have it all in place before we started but that wasn't the case. We were

making major changes up until the very end. I would call the Agiloft team and say, 'You're not going to believe this...'. But, even with the big changes, they were always accommodating and fast."

"Jennifer is amazing at getting back with me." Vicki said. "She's great about going into detail in answering my questions, and I never wait more than a few minutes for her to reply. She's been awesome, and all of the Agiloft team members I've worked with have been amazing."

Solution Benefits

On the first day the system went live, La Jolla put it to the test. A rushed agreement came in that had to go through Agiloft and sync accurately with Coupa, then progress automatically through the proper workflows and finish in the same day. It delivered seamlessly, as promised.

In an environment where everything is "ASAP" the transparency and immediacy of the data in the Contract Management Suite is changing the way the team does business. Missing information is tracked down quickly and everyone involved in the process is better informed.

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Let Us Show You

What Agiloft has done for La Jolla, it can do for you. Let us show you how. In a few hours, we can set up a custom proof of concept featuring your toughest business process. Give us a call to schedule a time.

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Over 3 million users at organizations ranging from small enterprises to U.S government agencies and Fortune 100 companies depend on Agiloft's top rated product suites for [Contract Management](#), [Service Desk](#), [Custom Workflow](#), and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and adaptable technology ensure rapid deployment and a fully extensible system. For more information, visit <https://www.agiloft.com>.