

One of the Largest Supply Chain Solutions Providers in North America Drives Efficiency Through CLM Integration

Business Overview

J.B. Hunt Transport Services, Inc., an S&P 500 company, provides innovative supply chain solutions for a variety of customers throughout North America. Utilizing an integrated, multimodal approach, the company applies technology-driven methods to create the best solution for each customer, adding efficiency, flexibility, and value to their operations. J.B. Hunt services include intermodal, dedicated, refrigerated, truckload, less-than-truckload, flatbed, single source, final mile, and more. J.B. Hunt Transport Services, Inc. stock trades on NASDAQ under the ticker symbol JBHT and is a component of the Dow Jones Transportation Average. J.B. Hunt Transport, Inc. is a wholly owned subsidiary of JBHT. For more information, visit www.jbhunt.com.



Industry

- Transportation

Challenges

- Three prior contract lifecycle management (CLM) systems unable to achieve consolidation and operational efficiency
- Required integration with Microsoft Dynamics for effective, single point of truth across the organization
- Separate processes were used to approve legal terms and financial terms of a purchase
- Limitations of a claims system to manage contract details made accurate forecasting difficult
- Need to distribute the work of contract reviews evenly across a growing legal team

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Challenges

Over the past 14 years, J.B. Hunt has put various solutions into place to manage its 100,000 plus documents and more than 25,000 contracts. The company has utilized shared network drives, spreadsheets, Lotus Notes, its claims system, and SharePoint as contract repositories. Despite efforts to centralize and streamline, contracts also remained dispersed in file cabinets and desktop folders.

"We were trying to find a way to consolidate information across the organization," said Brandon Stanley, Sr. Director of Procurement at J.B. Hunt. "We wanted to bring everything together into one centralized place of truth."

Agiloft Benefits

- Enhanced organizational efficiency with customized Dynamics integration
- Automated workflows and notifications ensure consistency and accuracy in business transactions
- Captures critical document metadata to forecast future supply chain needs
- Responsive and knowledgeable support team provided creative, customized solutions

Beyond the dispersion of contracts, J.B. Hunt also needed a better method for managing its approval routing. Specifically, the company needed to combine two processes: the legal approval of contract terms and the approval of the terms of purchase. Any new purchase had both elements. Although the two processes were intrinsically linked, they could not take place simultaneously. It contributed to a sense of excessive bureaucracy with processes drawn out and purchases delayed due to the disconnected systems.

Lastly, the legal team's system failed to consistently capture key metadata that had a direct impact on the business. They had begun to leverage their claim-tracking software, but it was not intended for all of the data points required for monitoring and reporting. Information such as renewal dates, named counterparties, indemnity, cargo terms, caps on delay penalties, the right to stop performing, right to terminate, storage of cargo, payments related to storage, and more all needed management and timely responses—the claims system couldn't support this level of complexity.

The Search

J.B. Hunt initiated its procurement process with the aim of finding a solution that addressed its current limitations and pain points. The company reviewed 20 potential suppliers, including all of the established CLM leaders.

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The J.B. Hunt team also had an integration requirement with Dynamics. The company's transportation contracts go through Dynamics for business approval, and the executive team wanted to keep that element of the process in place. To achieve this, the company's future CLM would need to pull information from Dynamics, manage drafting and approvals, and then move the data back for final approvals—all while retaining Agiloft's ability to track history, revisions, signatures, and more.

The Project

J.B. Hunt needed a solution that could enhance efficiencies across its entire enterprise, extending CLM's reach to purchasing, customer relationship management (CRM), and resource planning. As a first step, J.B. Hunt took Agiloft's standard integration with Dynamics to the next level.

"We customized the solution so there's a lot of back-and-forth between Agiloft and Dynamics," said Yuhao Zhou, Project Manager at Agiloft. "We figured out how the Application Packaging Standards (APSs) talked and built it so they would be fully integrated."



Beyond integration with its current processes, J.B. Hunt took advantage of Agiloft's customization to streamline other critical aspects of its operations. The metadata that the legal team attempted to manage within the claim system was now captured, searchable, and tagged with automated alerts and notifications within Agiloft.

With the newfound efficiency of Agiloft CLM, the legal team opted to add in a reporting feature to ensure that their resource management remained optimal. They introduced dashboards and reports to track and balance the workload across the legal team responsible for contract review.

"Our professional services experience with Agiloft was very positive," said Brandon. "The individual who supported us is very talented, knowledgeable, and creative; we'd give him a challenge and he would come back to us with options and let us decide how we wanted to move forward."

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– Julie Foster, Corporate Contracts Administrator at J.B. Hunt

Solution Benefits

"Our ability to manage matters such as renewal dates, named counterparties, indemnity, and cargo terms is only as good as the information in the system," said Julie Foster, Corporate Contracts Administrator at J.B. Hunt. "Agiloft allows us to be detail-oriented and capture that important metadata. Going from a claims system to Agiloft, where we can make the system work the way we want it to, has made a big difference. It's been a great improvement for the legal team."

The visibility and management of J.B. Hunt's business fundamentals drives its ability to forecast what needs sourcing, what agreements are set to expire, and alerts contracting teams to renewals. The procurement team can look into the future and project what is needed in the next 18 to 24 months. "With Agiloft, our response time has improved, and (contracting) productivity seems higher," said Brandon.

Beyond improved efficiency, the organization has extended contract visibility and accountability. "I like using the history tab to go in and see when one of the attorneys is having an issue pushing a contract forward or why something was skipped or jumped," said Julie. "And when the attorneys can go in and see all of the details, it makes it easier for them to be in control of the process. I used to spend a lot of time finding out who had a contract, and now I can go into Agiloft and find out the status. It makes the work go much faster."

With enhanced efficiencies resulting from the integration of Agiloft with other operational solutions, Brandon and his team have begun considering other areas that would benefit from Agiloft. "We have an internal process called Elevation that allows employees to submit ideas to improve the company. These ideas are submitted and then vetted through a system. The result is usually a purchase agreement or entering into a contract. We want to find a way to link Elevation to Agiloft and realize more efficiency through integration," said Brandon.

Within eight months of J.B. Hunt's Agiloft go-live, the COVID-19 pandemic hit the United States and began impacting businesses. Like most companies, J.B. Hunt's workforce rapidly transitioned out of headquarters to their homes. "Agiloft, being a software as a service (SaaS) platform, saves us from having to configure anything special in our infrastructure or on our laptops to use the product remotely," said Brandon.

With its cloud-based infrastructure, Agiloft enabled J.B. Hunt to transition to remote work and continue operations uninterrupted, trusting that its Agiloft solution would remain secure and reliable despite worldwide disruptions.

Let Us Show You

What Agiloft has done for J.B. Hunt, it can also 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.

About Agiloft, Inc.

As the global leader in contract and commerce lifecycle management (CCLM) software, Agiloft is trusted to provide significant savings in purchasing, enable more efficient legal operations, and accelerate sales cycles, all while drastically lowering compliance risk. Founded in 1991, Agiloft's adaptable no-code platform ensures rapid deployment and a fully extensible system. Using contracts as the core system of commercial record, Agiloft's CCLM software leverages AI to improve contract management for legal departments, procurement, and sales operations. Visit www.agiloft.com for more.