

Suffolk University

# Suffolk University Streamlines Contract Management

## Business Overview

Located in downtown Boston, Suffolk University gives its students unparalleled access to the city and all it offers. At the same time, it takes pride in being a personal, student-centered school where faculty and administrators know students by name. The school takes the time to recognize each student's promise, figure out what makes him or her tick, and build important mentoring relationships.

## Challenges

Previously, the process for managing contracts at Suffolk University was all paper and all manual. For instance, in a standard workflow, the Treasurer's Assistant or Sheila McGarey, Senior Administrative Associate, Office of the General Counsel, would receive a contract, fill out an Approval Workflow Cover Sheet with key data, record receipt of the contract in a spreadsheet, and circulate the contract with the Cover Sheet to approvers.

Next, a lawyer would review and sign off on the cover sheet, and return it to McGarey, who would provide it to the IT Security or Risk Review Department if necessary.

*"[Agiloft] was the best product visually, and it seemed like the easiest to use and the most flexible and intuitive."*

—Sheila McGarey,  
Senior Administrative Associate

After receipt back from the needed approvers, she forwards it to the Treasurer's Assistant. That employee would obtain the Treasurer's approval and signature, and then scan a copy to the contract submitter along

with uploading it to a shared drive for access by Treasurer and General Counsel offices as needed.

The University realized that this method was inefficient, with no quick way for employees to access data on the University's thousands of contracts. Staffers had no means of determining contract urgency,



SUFFOLK  
UNIVERSITY  
BOSTON

## Industry

- Education

## Challenges

- Inefficient all-manual, all-paper method of handling contracts
- No quick way of accessing contract data and status updates

## Agiloft Solution Benefits

- Easy-to-use, intuitive, automated system for contract management
- Streamlined contract submission and approval process
- Freed up time for legal department to focus on tasks
- Flexible system, tailored to unique workflows
- Contract data became more readily accessible

and other employees would call frequently to ask for contract status updates. Automating and digitizing the contract management process was definitely in order. “We wanted to get out of a paper-intensive process, and make it more efficient, with the information readily accessible to everyone involved,” said McGarey.

## The Search

Although the team considered a few software products, it soon decided on Agiloft’s Contract Management solution. According to McGarey, “From our perspective and our needs, Agiloft was much better than the other systems we looked at. We felt it was the best product visually, seemed like it would be the easiest to use, and the most flexible and intuitive — all of which it has proven to be. It had more features than we needed, but we realized that we could always implement those later on. Additionally, we felt it was very reasonably priced.”

## The Project

Suffolk University signed the Agiloft contract in late spring and launched the solution in late summer of 2015. Today, 85 employees in 60 different departments use it. Saving money and enhancing her knowledge of Agiloft, McGarey conducted staff trainings and wrote system documentation herself. “I’m an Agiloft advocate,” she said. “It was very easy for me and our end users to learn.”

She has also been able to make minor tweaks to the system herself, while assigning more significant changes to Jack Wicks, an Agiloft Analyst and Implementer. For instance, Wicks configured a drop-down menu of departments to be noneditable by End Users, so they could only submit contracts for their department, and

removed the requirement of filling in all fields before allowing contract records to be savable in draft form.

“We are really happy with Agiloft. It’s logical, easy to use, and very flexible. I would give it ten stars.”

— Sheila McGarey

Throughout, McGarey has found Agiloft’s customer service and implementation work to be “outstanding.” “They have always been very quick to respond to requests,” she said. “I’ll say, ‘I don’t need the change this week,’ but most often, it’s done that week anyway. They solve problems and are very considerate and helpful.”

## Solution Benefits

Overall, Agiloft has streamlined the contract submission and approval process. Now, record-keeping is automated and instantaneous, with several steps removed altogether. For instance, McGarey no longer needs to receive, log, and send contracts to relevant approvers, and then return signed documents to submitters. With that freed up time, she can take on new tasks, such as reviewing standard Suffolk template contract submissions. Meanwhile, Suffolk University lawyers now review contracts online, rather than needing to read through paper copies.

Equally important, contract submitters can quickly and easily discover the status of contracts; and all parties can locate historic contract records when needed. “We are really happy with Agiloft,” summarized McGarey. “It’s logical, easy to use, and very flexible. I would give it ten stars.”



## Let Us Show You

What Agiloft has done for Suffolk University, 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.

## About Agiloft, Inc.

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>.