



CIPS WEBINAR

# Saving Millions on Supplier Contracts with AI-Powered Contract Compliance and Negotiation

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## Today's Speakers



**Allan Bolam**  
PRGX  
Sr. Manager  
Audit Operations



**Amit Dingare**  
PRGX  
Chief AI Officer



**Keith Rosser**  
John Lewis Partnership  
Contract Manager



# Contract Management Can Really Impact Your Bottom Line

DID YOU KNOW?

Poor contract management costs companies up to

9%

of their bottom line.<sup>1</sup>

OR THAT...

Companies that invest in contract excellence see an

8%

gain to their bottom line.<sup>2</sup>

<sup>1</sup> World Commerce & Contracting, "Poor Contract Management Continues To Cost Companies 9% Of Their Bottom Line", April 29, 2020

<sup>2</sup> WorldCC & Deloitte, "CCM: The Journey to Operational Excellence", October 30, 2023





## POLL QUESTION # 1

Does your organisation have a well-established process for achieving best-in-class supplier contract compliance and performance?

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- a) Absolutely
- b) We have a roadmap and we're seeing improvement.
- c) It's a challenge and we have a way to go
- d) We don't even know the right questions to ask

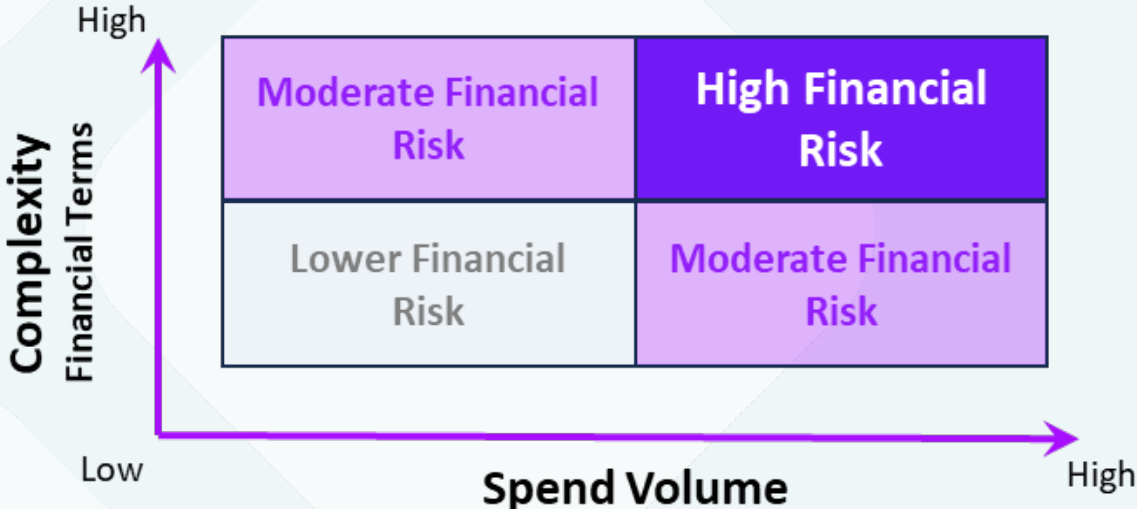


# What is Contract Compliance?

Verify what was negotiated = what was received



- Retrospective Recoveries
- In-Year Savings
- Future Savings



Added Incremental Value – Across Complex, "Problem-Prone" Categories

- FACILITIES MANAGEMENT
- CONSTRUCTION
- TECHNOLOGY
- TEMPORARY & OUTSOURCED LABOR
- LOGISTICS



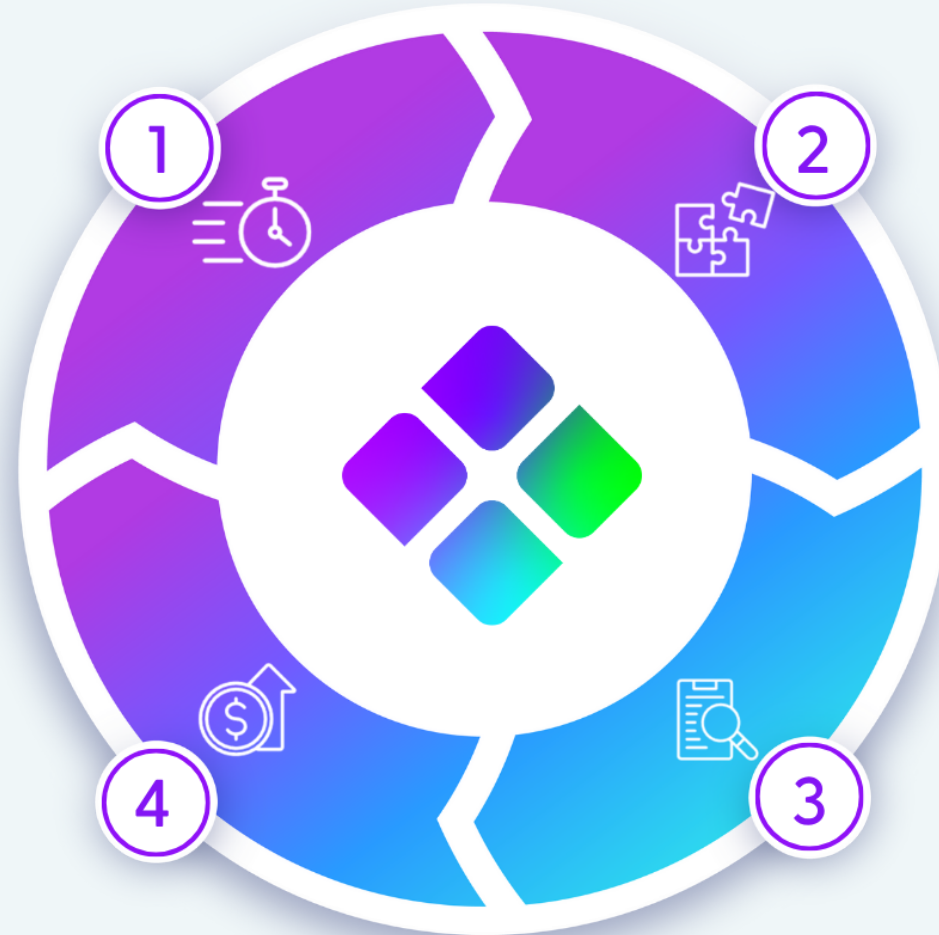
# Why Contract Compliance Matters

## Maintain Contract Intention

Roles change, suppliers shift, and original meaning gets change over time.

## Advantages of Action

Close margin leakage and strengthen supplier relationships with more visibility.



## Alignment of Terms

Clarity can prevent overcharges and disputes.

## Data Integrity

Ensure suppliers maintain required standards for contract data.



# Five Best Practices for Contract Compliance and Renegotiation

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1

**Get the language right**

*Cut billing errors by clarifying terms, defining roles, and adding audit rights.*

2

**Align parties on terms**

*Clarify key terms and mechanics—markups, rebates, dates—with examples and data rules.*

3

**Ensure accountability**

*Maintain control with secure storage, clear roles, and compliance reminders.*

4

**Embed governance**

*Review SLAs, fix gaps, confirm benefits, and reinforce risk controls.*

5

**Continuous monitoring**

*Communicate regularly, ensure compliance, and track real-time corrections.*





CASE STUDY

JOHN LEWIS  
**PARTNERSHIP**

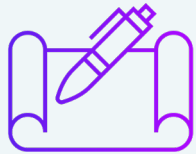
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Contract Compliance  
In Action



# Evolving Our Approach to Contract Compliance

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## INITIAL CHALLENGES

- Increasing contract complexity and fewer internal resources
- BAU teams lacked forensic audit ability
- Needed external expertise to uncover hidden “gray margin”



## STRATEGIC EVOLUTION

- Expanded from one brand to enterprise-wide
- Introduced pre-event and recurring audits
- Shifted from PoC to strategic program



## LOOKING AHEAD

- Focus on future savings and assurance
- Trusted partnership model
- Staying ahead through innovation and AI





POLL QUESTION # 2

Is your organisation using AI to strengthen  
supplier performance and relationships?

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- a) Yes – we are effectively leveraging AI tools
- b) We are in the exploratory stage of using AI in procurement
- c) I don't know how much automation is being used





ADVANCED SCALE AND ACCURACY

# The Role of AI: Contract Insights

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# Contract Insights™

Our secure, AI-powered contract analysis platform performs attribute-level contract clause extraction and identifies insights at scale across industry and spend categories.

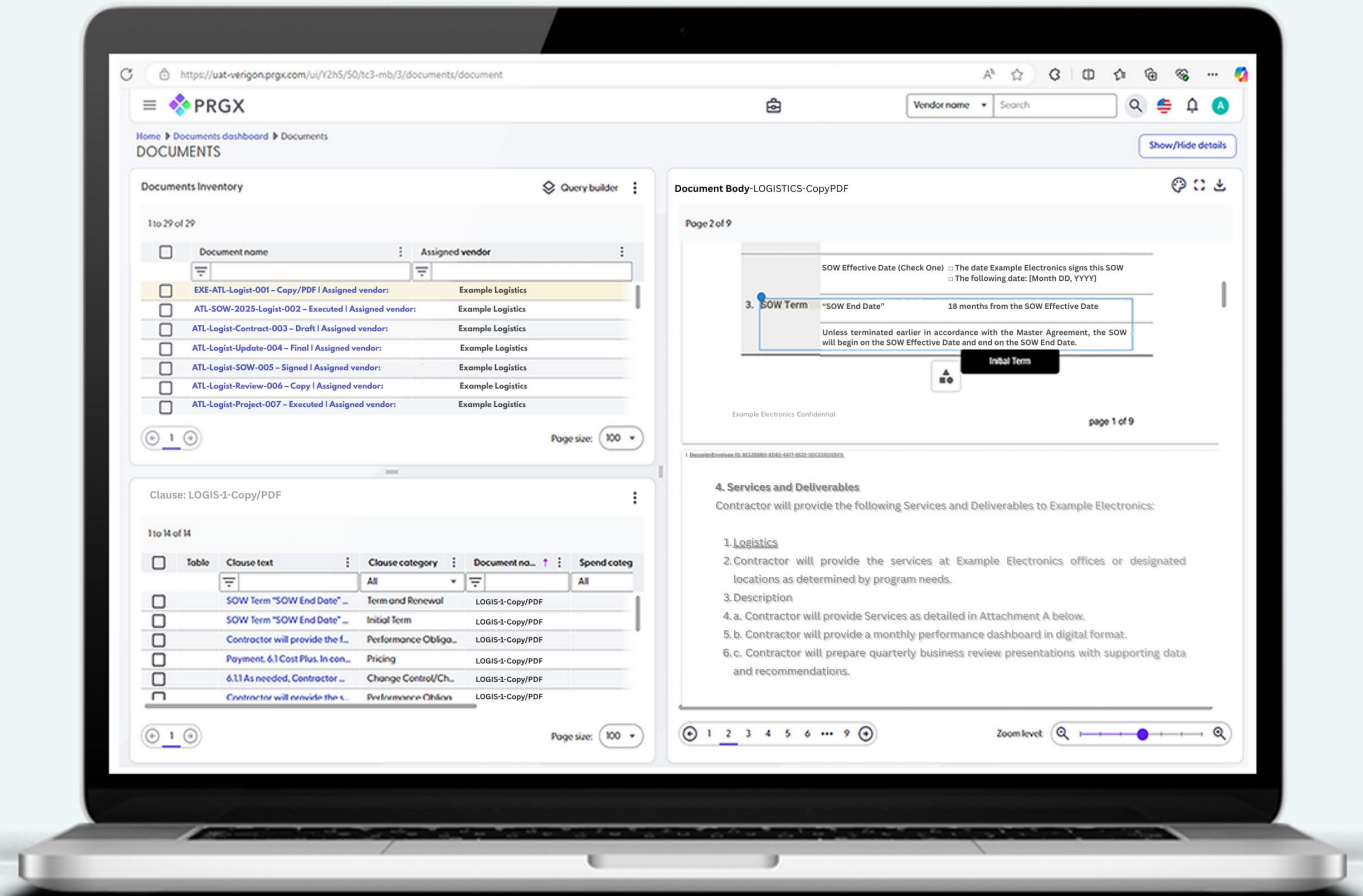
105+ clause types identified

Primary clause categories:

Cost, Performance, Risk

Search, tag, filter and modify extractions

Visualisation of contract hierarchy



# Contract Insights- Key Steps



Contract Upload

1



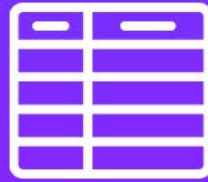
Contract Deduplication

2



Clause Extraction

3



Extraction of Tables

4



Contract Hierarchy

5



Automated Spend Category Assignment

6



Opportunity Scoring

7





# Contract Insights- Key Steps



Contract Upload

1



Contract Deduplication

2



Clause Extraction

3



Extraction of Tables

4



Contract Hierarchy

5



Automated Spend Category Assignment

6



Opportunity Scoring

7



# 4. Extraction of Tables

The screenshot displays the PRGX software interface. On the left, the 'Documents Inventory' section shows a list of documents with columns for 'Document name', 'Assigned vendor', and 'Grc'. Below it, the 'Clauses' section for 'Nov 2020.pdf' shows a list of clauses with columns for 'Table', 'Clause text', and 'Clause category'. A green box highlights the 'Table' column in the 'Clauses' list. A green arrow points from this box to the 'Document Body' viewer on the right, which displays the extracted table from the PDF document 'SOW\_ELEC\_25Nov 2023.pdf'.

**Document Body - SOW\_ELEC\_25Nov 2023.pdf**

Page 3 of 5

6.3 Contractor shall submit status reports summarizing deliverables, dependencies, and risks.

**7. Payment Terms:**

7.1 Services shall be delivered on schedule at the mutually agreed rate per role.

7.2 Upon acceptance of completed services and deliverables by Example Electronics Company, monthly fees will be paid as outlined below.

7.3 If deliverables are completed by a pre-agreed early date, a 5% bonus will be paid per Contractor employee, based on total approved charges.

Role	Location	Monthly Fee
Business Systems Analyst	US	\$25,000
Senior Business Systems Analyst	Canada	\$30,000



# Contract Insights- Key Steps



Contract Upload

1



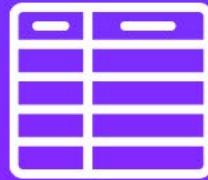
Contract Deduplication

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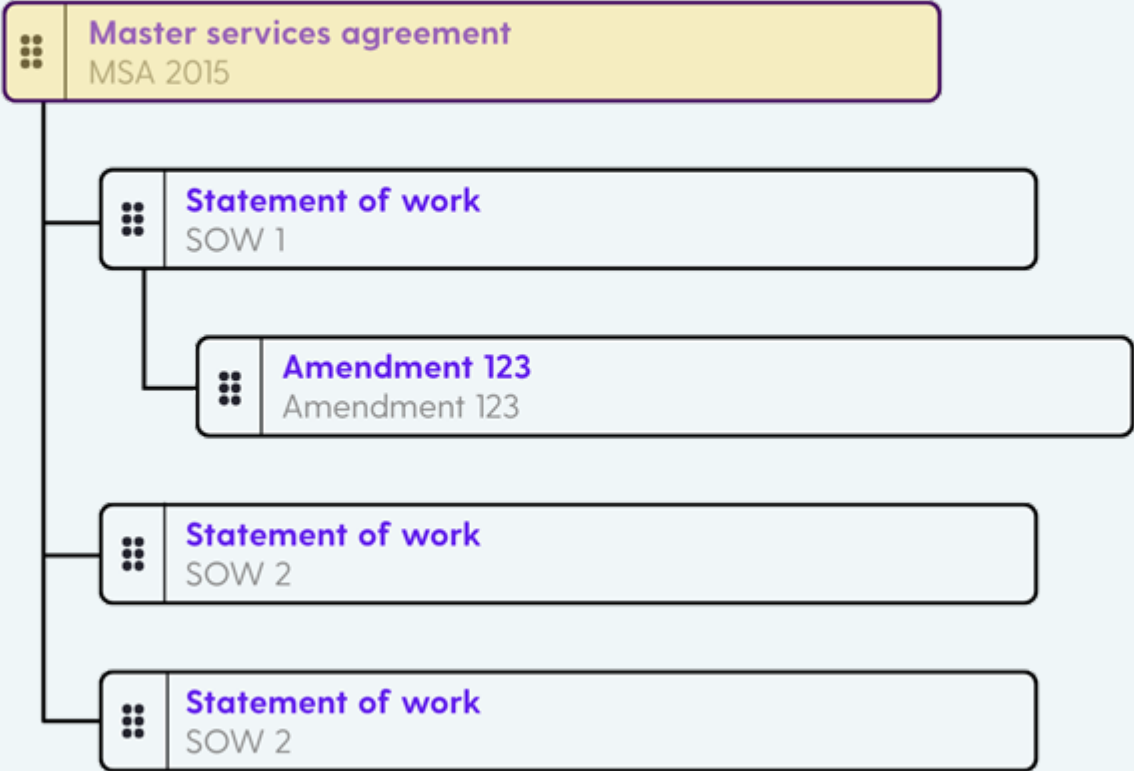
Opportunity Scoring

7



# 4. Contract Hierarchy

## ▼ Contract Hierarchy



# Contract Insights- Key Steps



Contract Upload

1



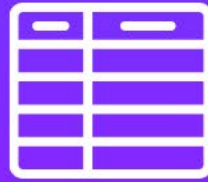
Contract Deduplication

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Contract Hierarchy

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Automated Spend Category Assignment

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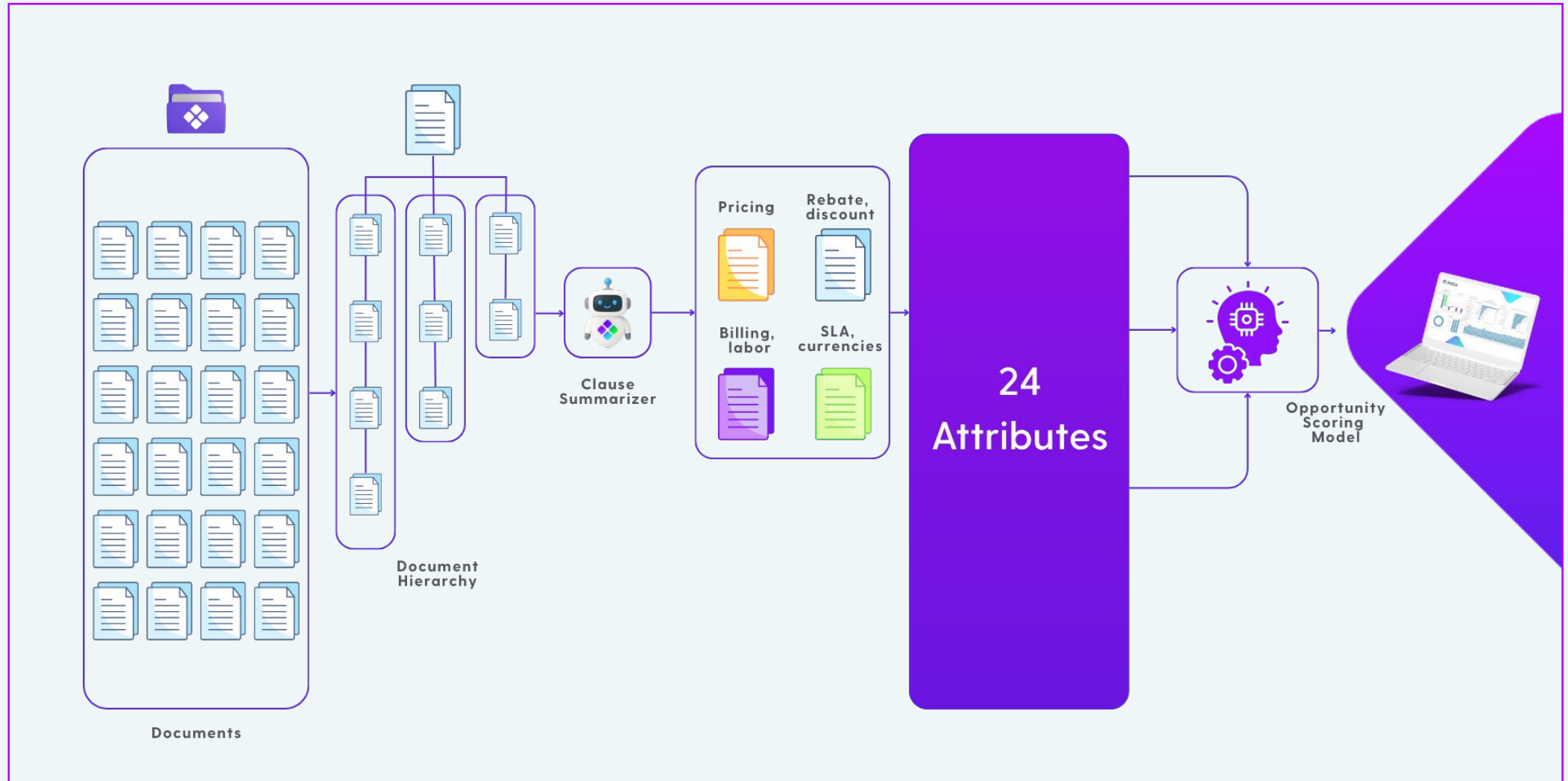


Opportunity Scoring

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# 7. Opportunity Scoring



# Not All AI Is Created Equally

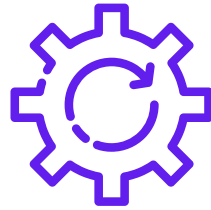


# PRGX CONTRACT MANAGEMENT



Contract Compliance

**Retroactively**  
capture what's  
yours from  
existing contracts



Contract Optimization

**Proactively**  
optimize and  
initiate deals on  
the best terms



Contract Monitoring

**Continuously**  
monitor critical  
contracts across  
your ecosystem

All powered by  
**Contract Insights™ AI**





POLL QUESTION # 3

Would you be interested in having a discussion with PRGX  
about your supplier contract management strategy?

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- a) Yes
- b) Maybe



THANK YOU

