

Harland Clarke Chooses Contraxx to Implement a Contract Management System to Manage Procurement, Community Market and Major Account Agreements

Situation

Harland Clarke is a leading provider of best-in-class integrated payment solutions, marketing services, security services, and retail products. It provides integrated solutions for financial institutions; investment firms; business-to-business clients; individual consumers; and small, medium and large businesses serving multiple industries. Harland Clarke's clients range in size from major financial institutions and corporate brands to micro-businesses and individual consumers. Within its payment solutions business, Harland Clarke provides products and services to nearly 11,000 banks and credit unions. Headquartered in San Antonio, Texas, the company employs more than 4,500 people nationwide and operates manufacturing and contact center facilities in multiple states and communities.

Solution

Harland Clarke utilizes Contraxx to manage vendor agreements as well as client account agreements. Vendor agreements are often submitted by the Business Owners to Procurement. Client agreements are often submitted by the Sales Representatives to Legal. Both Business Owners and Sales Representatives, although not Approvers, need at least viewer access to CMS as Reviewers, not only to recommend contract changes and add valuable data in contract development to the User but also to see how the agreement reads for implementation or ongoing vendor scorecard input.

In all cases, the contract document can be generated by Contraxx using metadata entered by the user. The user has the opportunity to accept the standard provisions for the contract generated, or to customize individual provisions. Approval of all agreements are tracked and managed by Contraxx as appropriate.

Conclusion

Harland Clarke has chosen to implement a contract management system to manage their Procurement, Community Market and Major Account agreements.