

Contract Management Process Transformation at American Medical Response



Following a 2006 settlement with the federal government that required electronic contract tracking, Walt Landen, SVP & Deputy General Counsel for American Medical Response, Inc. (AMR) was tasked with implementing a system that would drive efficiency and bring improvements in contract management

and workflow automation. One of America's leading providers of medical transportation, AMR provides services in 40 states and the District of Columbia. More than 28,000 AMR professionals work together to transport more than 4.8 million patients annually in critical, emergency and non-emergency situations.

At the time, AMR was a \$2-3 billion company with a legal department of 10 responsible for the origination, review, and negotiation of client agreements. The contract management system was initially built in-house on Microsoft SQL. This system, however, provided little flexibility and did not solve many of the familiar problems regarding contract status—such as where the contract was or if it had been signed.

After pushing 50,000 contracts through the system in 10 years, it was decided that AMR would seek a solution provider that could further drive efficiency and improvements in contract management and workflow automation. Landen wanted a platform that could capture everything electronically from “soup to nuts” with the ability to integrate with DocuSign, the electronic signature technology and management service, which was a critical feature for their operations.

AMR's IT team had been pushing something that it already had licenses for, but it was not legal-centric. After white boarding for three days with his team, Landen was convinced it would be a failure. “Then I received a one-pager from Onit of exactly what I wanted to do.”

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Walt Landen, SVP & Deputy General Counsel for American Medical Response, Inc.

Onit's versatility has benefitted AMR over the years. In 2016, AMR was going through a merger of equals with the number of employees and legal department staff increasing from 30,000 to 66,000, and 10 to 35, respectively. Landen and his team were able to quickly adjust the contract management system within months. Anyone in the newly merged company could now upload contracts. Then, a few months after the merger, AMR was spun off and a new system was required with two separate instances of Onit.

It was flexibility in end user experiences, however, that is the critical factor. In addition to now being able to immediately see the status and history of a contract, AMR developed a workflow tool they dubbed the "recipe engine" that enables them to adapt to workflow approvals. "Business people change requirements all the time," said Landen. "For example, one day the CEO decided he wanted to sign all contracts himself and we needed to immediately build a new workflow to support that. With Onit we can pivot and make workflow rules on the fly based on whatever the business rules are of the day."

By leveraging Onit's platform with workflow, process and collaboration, AMR was able to build tools enabling them to process 3,800 contracts in the past year alone. "Contracts are the lifeblood of business," says Landen. "You can't have contracts kept out in the field or kept in drawers, and you can't have varied signature authority as it creates issues and liabilities."

This combination of Onit's rapid value delivery, responsive user interface, and adaptive end user experience helped AMR develop a contract management system that is simple, flexible, and critical to the company's business success.

The Onit logo consists of the word "onit" in a lowercase, blue, sans-serif font. The letter "i" has a small blue dot above it.

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