

ServicePlaza - Contract Management



Change Driver

The IT manager of an insurance company is responsible for a large number of individual contracts. These include carrier trunks and maintenance contracts for LAN components and software.

The administration of these complex contracts is managed via Excel files. This manual process can be time consuming and result in some confusion. The lack of process driven management could result in deadlines being missed – which would cause a serious operational and commercial risk.

The IT manager is now looking for an application that simplifies and improves the quality of contract management, including workflows.

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Damovo Approach

The Damovo ServicePlaza was introduced. This is a modular service portal solution that was developed by Damovo and is aligned with the customer's business processes.

In this case, Damovo uses the modules "CMDB - Configuration Management Database" and "DMS - Document Management System" to record contracts centrally and manage them conveniently via the ServicePlaza.

In addition to a document scan, the essential contract parameters such as duration, deadlines and prices are recorded in the CMDB and linked to the associated assets. Via API calls, the life-cycle status of the components is regularly queried at the manufacturer and also reflected in the CMDB.

Based on workflows, the ServicePlaza initiates new contracts and the extension or termination of contracts, according to the various deadlines.



Customer Value

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How the **company** benefits

A company's IT services are often governed by individual contracts, with different terms and renewal options. The ServicePlaza brings everything together and gives a simple view – enabling the right actions to be taken at the right time.

This increases **operational reliability** while at the same time **reducing administrative costs**.

How the **IT-manager** benefits

Using the ServicePlaza dashboard, the IT manager always has a clear overview of the current inventory, which supports him in his evaluation of all contracts.

The ServicePlaza reminds him of the deadlines to be observed – enabling him to be more proactive.

Based on workflows and in compliance with deadlines, ServicePlaza initiates the extension, termination or initiation of contracts.