

# Deutsche Telekom Customer Success Story

As one of the world's leading integrated telecommunications companies, Deutsche Telekom deals with a lot of contracts in all areas of its business. To increase efficiency and ensure consistency, it needed a way to streamline and standardize the agreement process across the enterprise.



## The Goal

Like many businesses operating in the digital era, Deutsche Telekom faced the challenge of having to do more with less. With so many agreements being made across different areas of its business, the company's legal team spent a lot of time going back and forth clarifying terms and prompting the insertion of standard clauses, such as non-disclosure agreements, memorandums of understanding and letters of intent.

To make better use of the legal team's time, Deutsche Telekom wanted the general language of these stipulations to be consistent and readily available to all employees. This meant setting up self-service capabilities for employees to generate agreements.

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**"It was important to make the work of our colleagues easier so they don't need to do the really boring nitty-gritty, day-to-day things like crafting another NDA,"**

said Peter Schichl, Chief Legal Technology Officer at Deutsche Telekom.

## The Solution

Starting with its legal and procurement teams, Deutsche Telekom is rolling out Thomson Reuters' Contract Express as the go-to source for drafting documents. With intuitive tools that draw on the company's own guidelines, this system automates and simplifies the document creation and review process, starting with the NDA generator which produces the exact form of their NDA, available in both English and German.

"It's a really good solution for the NDAs because we have such a high number of NDAs within Deutsche Telekom" noted Kamal Papat, project manager at Deutsche Telekom. "It's perfect." Any updates only need to be made once, and then it is applied to all templates in the system, ensuring that the latest versions are always accessible; giving employees confidence and consistency in their work.

Another draw was the out of the box features available in Contract Express. "For us, the main reason was that you get a full suite with TR, including approval processes. It does things like DocuSign out of the box, and I think the most important thing is that it passed our security and data protection scrutiny" noted Peter Schichl.

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**"Contract Express, as one of the longest-standing players in document automation, brings with it the experience we needed to really kick the project off the ground" added Kamal Papat. "In the digitalization century, we really need to be using these tools."**

## The Result

Now that employees can fill in a questionnaire to create an NDA, which automatically includes standard clauses, the company expects to increase efficiencies, collaboration and speed, as well as saving costs.

"I think Contract Express will help us be more compliant," said Schichl, adding that having the most current templates readily available will help employees work easier, faster and more efficiently.

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**"It is one of the key tools in our digitalization strategy."**

Because of the success of this system, more and more departments are requesting access to the tools. Deutsche Telekom will continue to add to its database and roll out Contract Express to more departments. "The biggest value add is when lawyers can use the clauses in the database which can be drawn into different agreements," added Kamal Papat.

"I have to say it kind of created an avalanche of interest and now we have too much that our internal clients want us to do in too short a time, so although it was slow at the beginning, it has started to snowball."

For more information about Contract Express please see our website: [legal-solutions.co.uk/contractexpress](https://legal-solutions.co.uk/contractexpress)