



G-Cloud 15 Service Definition

**Accenture Contract Life Cycle Management
(CLM) Services**

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accenture

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1.0 Scope of our services

Accenture offers a Contract Lifecycle Management (CLM) CoE advisory and consulting services to the Clients who are in the process of establishing and delivering a CLM transformation program by providing services including:

- CLM Strategy design
- CLM target operating model design
- CLM Solution selection and recommendation
- CLM Solution implementation and adoption across the Client's organization
- Change Management services as well as
- Project Management

1.1. Our Approach

Through the application of Accenture's global industry-leading experience in CLM strategy, operating model design, Technology selections and implementation, Accenture has the know-how to de-risk the global transformation and unlock business value through Intelligent contract management.

Our approach includes:

- Applying Accenture's proven CLM methodology, and built-in collaboration with our Strategic Partners to accelerate discovery, build and rollout of the platform (Reduce Implementation Risk)
- Use existing knowledge in and implementation of document digitalization programs to ensure the correct information is collected to rapidly reduce contract leakage (with supporting data models)
- Using leapfrog techniques to develop and deploy operating models with supporting processes, policy and compliance controls
- Define process using real-world examples to ensure that we improve internal productivity and the process client experience

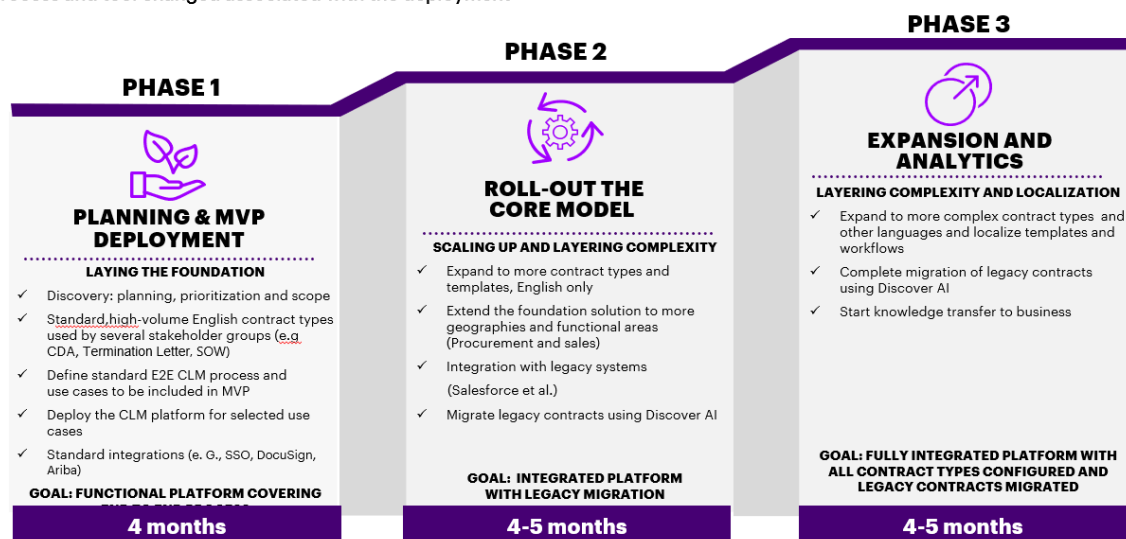
Accenture's approach to delivery CLM transformation is based on defining and delivering the project according to the 3 phased approach:

- Planning & MVP/POC deployment
- Roll-out the core model
- Expansion and Analytics

OUR APPROACH | Phased implementation

ILLUSTRATIVE

Following a phased implementation will allow the organization and users to better understand the platform and embrace the process and tool changed associated with the deployment



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Figure 1: Phased Implementation

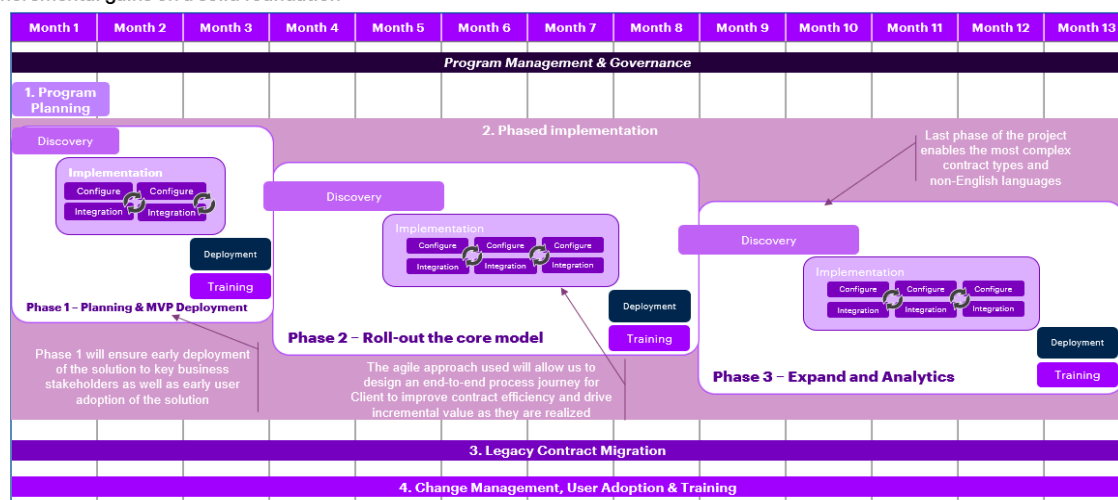
1.2. Agile Methodology

Project phases are set up and delivered via Accenture's developed Agile approach to the CLM Solution implementation that the below diagram illustrates:

OUR APPROACH | Phased & iterative to benefits realization

ILLUSTRATIVE

Accenture has built a transformation methodology that focuses on immediate benefits realization and then rapidly deliveries for incremental gains on a solid foundation



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List and characteristics of each of the phase cover:

1.3. Discovery:

Objectives:

- Review the current state business processes and determine the major KPIs
- Identify required capabilities and associated user stories

- Identify and document future state business processes
- Provide feedback on CLM options and matching criteria
- Construct an implementation plan for execution

Activities:

- Cross-functional business process review sessions
- User story workshops:
- Procurement “day in the life” reviews
- Legal “day in the life” reviews
- Requirements review & prioritization
- High-level solution design & high-level data strategy

1.4. Implementation:

Objectives:

- Deployment of CLM solution on production environment
- Successfully transition knowledge transfer and application support

Activities:

- Core CLM Design and Build
 - Contract Flow Setup
 - Output Templates
 - Clause Libraries
 - Approval Rules and Workflow
 - Authoring, Rules and Redlining
 - Signatures & Approvals
 - Parallel sprints for data migration and technical integrations
 - System Testing and UAT
 - Training Plan and Materials
 - Deployment and Post-Production Support

1.5. Deployment and Measure:

Objectives:

- Deploying the system to business based on a predefined check list and Go/No-Go criteria

Activities:

- Conduct the activities from the Cutover Plan
- Move the configuration to Production
- Define the support and maintenance model during the hyper care and post-implementation
- Go-Live

1.6. Change Management Services

Accenture knows that the success of the CLM transformation program is not just about the CLM Solution implementation but also about the CLM Solution adoption across the Client's organization, hence Accenture has developed a mature and comprehensive Change Management approach. Illustrative Change Management services and approach that Accenture offers are shown in the below diagram:

OUR APPROACH | Impacting change in “moments that matter” ILLUSTRATIVE

We believe that change interventions are most effective when tailored to the role the CLM platform will play in the user's experience



Figure 2: Approach Roadmap

1.7. Training Approach and Services

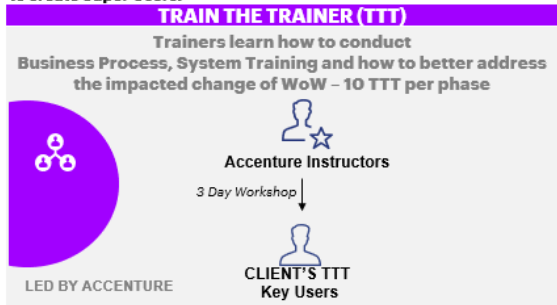
Accenture has the experience and understanding of the importance of the new CLM Solution user's adoption, hence Accenture has developed an efficient training approach illustrated below:

OUR APPROACH | Role-based training

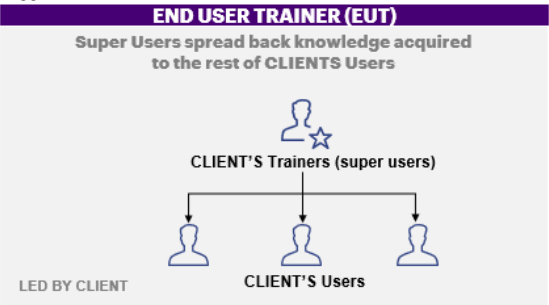
ILLUSTRATIVE

Our approach focuses on training Key Users, who can leverage the Training Materials as Super Users and continue delivering training, and provide end user support

The Accenture team will take the lead on a Train the Trainer approach to create Super Users:



The Super Users will train the End Users, and provide end user support, as needed



KEY TRAINING TOPICS FOR 3 CRITICAL USER GROUPS		
 Legal Admin • Overview of Contract Management tool • Agreement Management using CLM tool	 Contract Primary Owner • Agreement & Post-execution Workflow • Agreement Management using CLM tool	 ICM Administrator • Search & Reports • Administration Activities

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Figure 3: Role Based Training

2.0 Benefits of Our Approach

Over the years Accenture has gained a holistic experience on the business transformation including CLM Solution implementation and adoption. The experience and methodology have been developed over several transformation delivered.

The selected approach is driven by the value that are the key outcomes of the transformation program launched for the Client. Accenture is also focused on the CLM Solution user's adoption across the Client's organization. Accenture can support the process with the adjusted to the requirements and Client's needs training program.

Accenture's experience on the CLM transformation can support the Client in the organizational maturity assessment and adjust the approach for CLM implementation to the agreed requirements, organization potential and current maturity stage. Such an approach can secure that the transformation program will successfully be adopted, and the user's experience can grow.

Accenture can source from cross-functional capabilities to support the design and implementation e.g., Buy-side, Sell-side, HR, Corporate, and Legal.

3.0 Assets and Tools

Each CLM project deployment phase leverages Accenture's assets and remains flexible to any deployment sequencing change.

Assets of the Discovery Phase:

- Discovery Workshop materials
 - Conduct workshops to generate the content for both functional and technical Business Requirements
 - **Outputs: Kick Off & Planning materials, Phase Team & Objectives, Change Management, System Demo & Fit Gap**
- Business requirements document templates
 - With workshop data and a review of the legacy environment (contract data, metadata, existing work practices), enhance/create Business Requirements documentation. Documentation serves as use basis for developing functional and technical specs.
 - **Outputs: Initial Information, As Is Analysis, Phase Planning**
- CLM recommended practices
- Integration checklists
 - The Technology Specification documents will include both the designs for each integration and how the platform will be configured to achieve optimal solution deployment.
 - **Output: Technical designs for onward integration**
- User journeys / scripts

Assets of Implementation Phase:

- Configuration design workbooks
 - In line with solution provider's best practices complete the configuration workbook for onward deployment
 - **Outputs: Standard Templates**
- Test Scripts
 - Progressing on from the Design Phase, document each Business Requirement into a testable use case that can be developed against
 - **Output: Test cases and link to plan**
- Test automation solution
- Test Approach & Reports
 - Develop a test plan that integrates quick sprints, where testing can be conducted in line with development reducing overall timelines
 - Each Test will include a post Test report that shows any defects outstanding and next steps required.
 - **Outputs: Testing plan for system & UAT testing**
- Key users and Train-The-Trainer training

Assets of Deployment and Measure Phase:

- Training materials and approach
 - Develop, approve, and deploy training associated to the platform in a Train the Trainer model
 - **Outputs: Train Key Users, Train End Users**
- Testing approach

- Operational Cutover
 - Prepare and conduct the operational cutover from one platform to another
 - **Outputs: Migration, Go Live, Hypercare, Project Phase Closing**
- Process Optimization
- CLM technology solution specific Value Tracking methodology

4.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

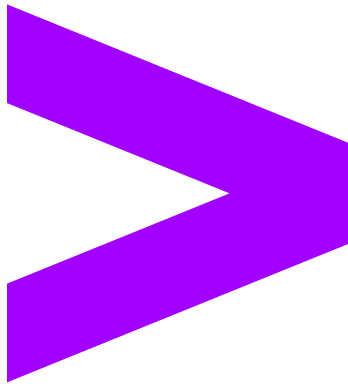
5.0 **Contacts**

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6.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



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