



Digital signature and accelerated sales processes due to Contract Management

Standardized company-wide

Standardize company processes, save time, and experience fewer sources of error. A wish on the way to the digitization of many companies. In concrete terms, this was also the case for the world's leading company in the household appliance industry, BSH Hausgeräte GmbH. Distribution agreements should be digitized, processes should be accelerated and standardized company-wide - and in more than ten countries.

B/S/H/





Information about the project

- Branch: Home Appliances
- Solution: Contract management and digital signature
- Software: cuContract from valantic

Challenges

Contract management for the enterprise-wide digitization of sales agreements. Acceleration of sales processes through digital signatures with DocuSign and the iPad app.

Electronic workflow with digital signatures

"When the project started, of course we had wishes and specifications that a new system should fulfill. This included replacing existing Excel and Sharepoint solutions with an electronic workflow with a digital signature," says Claudia Bock, Project Leader | Processes, organization, IT process management. Distribution agreements in individual countries should be digitized and standardized. The decisive factor here was that the high volume of paper records and the sometimes lengthy approval processes are omitted. The new processes were initially started in Austria and Switzerland, with other countries, such as Italy, following or getting ready to deploy the customizable solution.

"With our contract management system, cuContract, we are offering the BSH Group a solution that is already fully functional, but at the same time adaptable to any country- and company-specific requirements, which is integrated into the existing SAP system," says Stefan Heins, Managing Director at valantic. The digital contract management makes it possible to manage all associated





documents and e-mails in a clear and audit-proof manner throughout their entire life cycle - from inquiries, tenders, and offers, to contract conclusion and controlling, to termination and controlled destruction

Farewell to paper records

Before the changeover at the BSH Group, there was a paper record for every sales agreement with dealers and associations, which was often sent by post and always had to be signed by hand, but the processes are now fully digitized. "The standardization of distribution agreements is already having a significant impact on the business. There is a uniform structure, even in the downstream areas such as accounting," says Claudia Bock.

The contract management software provides an overview of all existing agreements and an interface to the relevant BSH systems such as the billing tool. Thanks to the digital record, there is an electronic workflow for internal approvals by responsible partners such as sales managers, CFOs, and CEOs according to defined rules. This saves time and streamlines processes.

Digital signature – securely und flexibly

“All important data is stored in cuContract; the agreement is created with the cuDocument Builder and downloaded to the employee's tablet. The customer receives a digital and secure signature,” explains Stefan Heins.

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Claudia Bock,
Project Leader
Processes, Organization, IT Process Management.

For the signing of contracts and documents, the electronic signature saves a lot of time and effort. "A secure and easy-to-implement digital signature was





also an important requirement for us when selecting the solution," says Claudia Bock. Sales employees can obtain signatures directly onsite using the tablet, and the fully integrable solution from DocuSign can also be used web-based, mobile, and offline. Contracts and contract-relevant documents can be created, managed, signed, and archived in a legally secure manner within the SAP-integrated contract management system, cuContract.

With all the simplifications and the digitization of documents and contracts, attention must always be paid to GDPR compliance. Thanks to cuContract's detailed access and authorization system, all processes are always GDPR-compliant. Rights for views and access are differentiated according to company departments and only the data that is absolutely necessary is stored. When the data retention period is reached, the system deletes the relevant personal documents and data records based on rules, either semi-automatically - after verification by the authorized employee - or completely independently.

About BSH Hausgeräte

BSH Hausgeräte GmbH is one of the world's leading companies in the industry and the largest home appliance manufacturer in Europe, with around 62,000 employees worldwide. In addition to the global brands Bosch and Siemens, as well as Gaggenau and Neff, the BSH brand portfolio includes the local brands Thermador, Balay, Profilo, Constructa, Pitsos, and Coldex. For a company of this size, consistent processes are important.

www.bsh-group.com

About valantic

valantic is N°1 for digital transformation and is one of the fastest growing digital solutions, consulting, and software companies on the market. valantic combines technological competence with industry knowledge and humanity. More than 500 blue chip customers already put their trust in valantic - 28 of them out of 40 DAX companies and just as many of the leading Swiss and Austrian companies. With more than 2,000 specialized solutions, consultants, and developers and a turnover of around 250 million euros in 2021, valantic is represented in Germany, Austria and Switzerland at 24 locations and internationally at a further 8 locations. valantic is organized in a unique structure of competence centers and teams of experts - always precisely tailored to the digitization needs of companies. From strategy to tangible implementation. The range of services includes the areas of Digital Strategy & Analytics, Customer Experience (CX), SAP Services, and Supply Chain Excellence, as well as Financial Services Automation.

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