

*I've put that contract somewhere...
... Looking for a needle?
we manage your haystack*



CUSTOMERS ■ RABO BOUWFONDS



bouwfonds

Rabo Bouwfonds is one of the largest Real Estate companies in Europe and is a division of Rabobank which is one of the largest financial institutions in the world. Rabo Bouwfonds has three property focused core activities: Development, Finance and Investment Management. Bouwfonds Funds Management is also committed to social causes such as environmental planning, urban redevelopment, preservation of monuments and historic buildings, and nature development. In 2006 Rabo Bouwfonds realized a profit of €190 million and at the end of 2006 had 1900 employees.

Rabo Bouwfonds was established on December 1st 2006 by a merger of the property development and investment management activities of Bouwfonds and the property development and financing activities of Rabobank.

The need for Contract Management

Managing contracts efficiently is crucial for Rabo Bouwfonds. Contracts are signed company-wide at many different levels, which makes it difficult to keep a clear overview of everything and to share information. With the implementation of Decos Document, Rabo Bouwfonds introduced a new work method for contract management, to make better use of information.

In the past, contracts were not saved at a central location, so the various departments did not share any information about each other's suppliers or what agreements had been made with the suppliers.

Another disadvantage of this work method was that important information about contract agreements could be lost if there was a change of jobs. If contract agreements were not properly archived it a new employee might not be aware of the agreements that has been made with a certain supplier.

"A good example is a contract that one of our departments had signed", explains Ron Meijer, Information Manager corporate IT at Rabo Bouwfonds. "The contract included a clause that stated that after a number of years part of the funding would be returned to Bouwfonds. The person who had signed the contract left the company and his successor was not aware of this clause. We only discovered it at a later date and kept the relevant supplier to the agreement, but we might well have not noticed."

"It is easy to fine tune the system to individual user needs."

Addressing compliance regulations

Rabo Bouwfonds decided in 2005 to centralize its contract management in order to have a better grip on all contracts that were being signed within the organization. Apart from the need to work more efficiently, there were also the compliance regulations that compelled the company to spend more time on organizing its contract management. Bouwfonds had the status of a bank and therefore was obliged to meet the legal requirements as such. This meant that contracts had to be retained for at least seven years. Also, financial service companies are expected to be able to demonstrate that their company processes are in order or that there is a best practice procedure in place to improve the processes.

Automated Contract Management

Rabo Bouwfonds selected three suppliers and after an extensive evaluation decided on the Decos Document Management System. The most important criteria were its ease of implementation within the existing IT infrastructure, user-friendliness and of course the costs. Decos Document scored a significantly higher on these criteria than the other suppliers.

"Decos Document went live in August 2005", says Esther van Dort, Assistant at the Legal department of Rabo Bouwfonds and Functional Administrator of Decos Document. "The implementation was carried out in steps, with a lot of emphasis on staff training. A number of days were dedicated to teaching staff all about the system and the system administrators were trained by Decos to manage the system."

"The Decos consultants gave us the best possible advice and support during the implementation of Decos Document"

Rabo Bouwfonds has been working with Decos Document since 2005, and all the departments are very satisfied. The legal department manages the system and enters the contracts centrally. Each department is individually responsible for supplying the contracts. "I can imagine that in the future each department will also have to assume responsibility for entering the contracts", Esther van Dort explains. "We have laid the main foundation for contract management and are determined to implement the other options that Decos Document can offer in this area companywide."

To encourage employees to actually hand in the contracts, Van Dort recently organized a number of workshops. "It is important to regularly bring the topic of contract management to the attention of the employees. You can explain to new employees what the procedure is and remind other colleagues of the importance of keeping the system up-to-date."

Overview, flexibility and ease-of-use

The most important feature of Decos Document is its flexibility. It is easy to fine tune the system to individual user needs by adding or removing options to and from the drop-down list. And it is also possible to specify the language for each user. Rabo Bouwfonds can define per contract who is authorized to view the document.

Apart from flexibility, Decos Document also offers ease-of-use. The contract details can be retrieved immediately and the system shows clearly when contracts expire, allowing action to be taken in time.

At the beginning of the month Decos Document automatically sends an e-mail report to the responsible employees together with an overview of the current contracts. This is how Decos Document serves as a good support for the departments and can prevent expiring contracts from being renewed automatically.

An additional advantage of automating contract management is that it becomes possible to realize the advantages of scale. Decos Document provides a simple overview of the current contracts, which allows you to see at a glance if any agreements have been made with a specific supplier and if you qualify for discounts.

In the future Rabo Bouwfonds wants to further extend the report functions and link Decos Document to purchasing and the CRM system. "This is a logical next step", Meijer explains. "This makes it even easier for us to support the departments with managing their contracts."



"The Decos consultants gave us the best possible advice and support during the implementation of Decos Document", says Ron Meijer, Information Manager corporate IT at Rabo Bouwfonds. "When you implement a document management system, you virtually start up a long-lasting relationship with your software supplier. We have complete faith in Decos giving us the best advice and support during the follow-up procedures."