

CLM: Evaluation Framework

Company

1. **Is there a sufficiently robust client base and/or funding to ensure longevity?** Consider: how long the vendor has been operating, whether they have an established client base and whether they are profitable or well-funded.
2. **What is the CLM design and development philosophy / roadmap?** Consider whether the vendor has a strong roadmap and feature rollout plan vs reactive to requests from influential customers.
3. **What is the stated target market?** Consider: What / who is the intended target market and why? In what way is the product built to serve this market?
4. **Does the product have multi-jurisdictional appeal?** Consider: Does the product align with market expectations across jurisdictions - this includes considerations such as language, terminology, and jurisdiction-specific work processes.

Purchasing and Pricing Options

1. **How is the product structured, packaged and sold?** Consider: Is the system sold on a per module basis or do users get access to everything? Is it sold on a subscription basis? Are there different user licenses? Are they priced differently? Are bulk licensing discounts available for groups of users?
2. **Are implementation costs included?** Consider: What are the implementation costs and are they included in the initial quote or priced separately? How much support is included e.g. limited number of workflows?
3. **Are training costs included?** Consider: Is initial and/or ongoing user training included in the initial quote or is it priced separately? How much training is included e.g. once off user training?

Technical Functionality

A. User Interface Intuitiveness & Experience

1. **Does the user interface have visual appeal?** Consider: eye appeal, visual clarity and simplicity of information display.
2. **Is the user interface intuitive to use?** Consider: how easy or natural the user interface feels to users and how much training will be needed for users.
3. **Is the system seamless?** Consider: how many manual steps users will have to take outside of the system – for example, manually downloading to edit in Word and manually uploading again to the system.

4. **How easily does the system integrate with other key systems?** *Consider: which integrations are readily available, are custom integrations possible, are integrations bi-directional and are they managed by the vendor or through third parties?*

B. Intake, Workflow, Tracking, and Routing

1. **Are intake forms flexible and user friendly?** *Consider: can intake forms accommodate information relating to complex contact models, for example, operating models which include parent companies and subsidiaries and multiple entities.*
2. **How flexible are the workflows?** *Consider: how easy is it to submit requests to Legal and route for internal approvals. Are approval requests automatically triggered? Do you have to be logged in to the platform to approve a contract?*
3. **How easy is it to route for signature?** *What integrations are accessible through the platform to enable e-signature? Are these integrations seamless?*

C. Drafting, Reviewing, Redlining, and Negotiating

1. **Does the system allow for the creation of clause libraries?** *Consider whether the system enables the creation of clause libraries and whether this is an automated and/or manual process?*
2. **How easy is it for contract counterparties to trade drafts?** *Consider: How easy is it for counter parties to a contract to trade red-line versions? How are these versions sent from the system, where are edits made and how are they uploaded back into the system?*
3. **Does the system provide automated document version control?** *Consider: Does the system allow for version control of documents? How are these created, named and stored?*
4. **Does the system have communication features?** *Consider: Are users able to communicate easily in app? Are there privacy features? Can users use communication tools to communicate with non-users?*

D. Reporting, Repository, and Searchability

1. **Does the system have reporting capabilities?** *Consider: Are the reporting capabilities (metrics, dashboards, and reports) flexible and configurable? Can reports be exported / downloaded?*
2. **Does the system have robust search functionality?** *Consider: How does the search function work (i.e. is it searching document names and select metadata points only or can it search full text)? What are the limitations (i.e. are there any formats, files, document types that it cannot search)?*

Implementation, Training, and Support

1. **Are there any set-up or implementation dependencies / customer readiness requirements?** *Consider: Is there any groundwork that must be done by the customer to successfully implement and benefit from the service?*
2. **What is the implementation deployment model?** *Consider: Is this a true SaaS solution / does the vendor do implementation on site / does the customer do their own implementation / are third party professional services required for implementation?*
3. **What is the typical time frame for implementations?** *Consider: What factors / dependencies determine the implementation time frame?*
4. **Are there any technical integration requirements to be aware of?** *Consider: Is this a white label instance / consumed via API / direct access to the platform? If via an API, how easy is access, set up and integration? How frequently are integrations updated?*
5. **Are there any add-ins / plug-ins required?** *Consider: Are there any add-ins / plug-ins required to enable the platform to work in other applications (e.g. to enable uploading and downloading directly from Microsoft Word or Outlook into the system)? Are there any limitations on this working?*
6. **How much user training is offered?** *Consider: How much user training is anticipated? How much user training is offered? What does it include e.g. once off initial training and online resources thereafter?*
7. **How much technical support and training is offered?** *Consider: How much technical / IT support is required for implementation and ongoing support? Is some / any of this support provided by the vendor or does the organization's IT staff need to provide all or some of this support? How much training is required?*
8. **Is there ongoing customer support?** *Consider: Does the vendor have a dedicated customer support team to channel user queries and/or are there online resources to provide user support?*

Security

1. **Does the system provide user permission and access controls?** *Consider: Does the system allow for different user permissions and access controls in respect of different features? How easy is to set up and/or change permissions? Does access control extend to communication features in the platform? Does the software support single-sign-on and 2-factor authentication for logging in?*
2. **Is the vendor compliant with all applicable data privacy laws and regulations?** *Consider: Based on the types of data collected, where and how it is collected, communicated and stored – does the vendor comply with all applicable data privacy laws and regulations?*
3. **Is the vendor current and compliant with globally recognized data privacy and security standards for the industry?** *Consider: Are the relevant standards e.g. ISO 27001 and Soc 2 certifications in place and up to date?*

4. **What measures are in place to limit the amount of personally identifiable information being collected and retained?** *Consider: How much personally identifiable data is being collected and stored? Where is it being stored? How is it secured? Are there back-ups? Does the system retention practices align with the retention policies of the customer's organization?*