



Customer Comments

BNSF Railway Company

Creation and management of contracts for service-related vendors alone required 14 full-time employees. People working at our facilities across the country had to pick up the phone or send e-mail to request a new contract, at which time we would go through a 16-step manual process that took an average of 30 days. Our only tool was an old mainframe application that was very limited in functionality and couldn't be integrated with other systems.

Our new contract management solution running on SQL Server 2000 converts a 16-step manual process to a 7-step automated process. As a result, we've been able to reduce the number of full-time people required to manage contracts from 14 to 4. They now spend most of their time handling special 'one-off' situations, which are added to the system for automation the next time around. There's no way we could have modified our old mainframe application to provide this kind of rich functionality and automation. The costs would have been astronomical—assuming we could even find the talent—and we would still have needed to extend it to the Web for self-service access.

UpsideContract running on SQL Server 2000 and Windows 2000 Server paid for itself in only 62 days. We had to ask for funding because this was an unplanned project, but the solution was affordable enough that getting the money wasn't a problem.

Our new solution makes it much easier to verify that we have insurance compliance on all contracts. And UpsideContract automatically notifies the field when an insurance certificate is due to expire or a contract is up for renewal, which minimizes our exposure due to lack of coverage or an expired service agreement.

— **Leigh Ann Vernon, Asst. Vice President, Strategic Sourcing, BNSF Railway Company**

UpsideBilling has allowed BNSF to dramatically enhance how we handle the large volume of accounts payable invoices from our small and mid-size vendors throughout our network - something that was a fairly manual process until now.

— **Brian Ammon, Director, Finance Technology Management, BNSF Railway Company**

UpsideContract is quite an improvement from past practices. There's now quicker turn-around time from beginning to end in a contract's life. There's also better accessibility for BNSF field personnel to view the contracts.

— **Andrew Manthei, Director, Governance, SS&S, BNSF Railway Company**

UpsideContract was stronger than the other solutions in terms of its flexibility and feature set. And we already had a high level of comfort with SQL Server 2000 and its ease of administration through our e-procurement and online invoicing initiatives.

— **Chuck DeBolt, Senior Sourcing Project Manager, BNSF Railway Company**



The George Washington University

We look forward to the implementation of this enterprise-wide solution as a mechanism to help us achieve the seamless management of contracts across the University. We feel it will ease our access to contract information and improve the overall efficiency of contract management. It will help GW address all aspects of the contract management cycle, from contract negotiation through every day contract management.

— **Eve Dubrow, Associate Vice President of Operations, Office of the Executive Vice President**

Interpolis

We are confident that we have chosen the right solution for managing our purchasing related contracts.

By using UpsideContract we can improve the contract compliance within Interpolis and thus save a lot of time, energy and money. We foresee a drastic decrease in the total time for contract creation. The fact that UpsideContract is completely based on Microsoft software, especially “.Net”, is important for us. The same goes for the fact that integration with our BackOffice (ERP) systems is very easy.

— **Marco Sichtars, Manager, Corporate Procurement, Interpolis**

Hydro One

The Contract Management system must be tightly integrated with our other enterprise-critical systems, including asset management, document management and financials. We evaluated the solution technologies from close to a dozen leading Contract Management vendors, and found the Upside products best suited to our needs. Rapid deployment potential, high levels of data security and responsiveness to evolving customer needs were other key indicators for us. We were very pleased with the feedback from existing Upside clients in this regard.

— **Hitesh Seth, Director of Information Technology, Hydro One**

Norfolk Southern

Fundamental to any process change is the need to implement a system that adds value to our existing processes and allows us to streamline the processing for both suppliers and internal departments. With the Upside products, we will be able to leverage existing technologies and implement a business process management tool using workflow along with internet access that drives out the inefficiencies of paper-based processing.

— **John Rathbone, Senior Vice-President and Controller, Norfolk Southern**

Upside will enable NS to develop a more flexible system for creating contracts, manage performance and change management. It will enable NS to better manage the change order process, provide detailed information on the



rates, terms and conditions to the end-users in the field, advise when contracts are up for renewal, improve the risk management process and speed the processing of contract documents and invoices.

— **Harry Fridge, Director Service Contracts, Norfolk Southern**

Government of Alberta

We feel very confident that this type of tracking system will be more accountable to our taxpayers and that's why we are so enthusiastic about the system. Right now there's concern within government about each department doing its own thing, so we're trying to blaze a trail here that other departments will be able to follow.

— **Clint Dunford, Minister, Human Resources and Employment, Government of Alberta**

Capital Health

What this (UpsideContract deployment) means is that we will be able to do a more streamlined and efficient job in managing contracts between Capital Health and our suppliers, which will speed up paperwork, reduce duplication and enhance monitoring of contract performance. This translates into cost savings. This is another step in improving access for suppliers through an integrated CMS, thereby making Capital Health more business friendly.

— **Wendy Hill, Chief Operating Officer, Capital Health Regional Support Services**

Upside Software was chosen from a list of quality submissions and clearly met the requirements of this project.

— **Sheila Weatherill, Capital Health President & CEO**



Upside Software is the worldwide leader in Contract Lifecycle Management (CLM) solutions. Customers around the globe use UpsideContract and other integrated business solutions to confidently perform Contract Management, Sourcing & Procurement, and Invoice & Billing Management activities throughout their organizations.

Upside Software's products address the needs of Enterprise (e.g. Fortune 500, Global 2000), Public sector (Federal, State/Provincial, Municipal and Health Care), and Small & Medium Enterprise (SME) customers. Customers realize significant cost savings while improving customer and supplier relationships. Upside Software's solutions are deployed in as little as 3 days and typically provide a full return-on-investment (ROI) in under a year.

Founded in 2000, Upside Software is a profitable, growing company with an advanced, yet mature, and comprehensive product suite. The company has extensive experience delivering real value to customers of every size and in most industry verticals. Upside Software is headquartered in Edmonton, Alberta, Canada, and is represented by Cylon Technology (Pty) Ltd in Africa.



Cylon Technology
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