

TB Alliance Integrates DocuVantage for a Reliable and Customizable Contracts Administration Process



TB ALLIANCE

GLOBAL ALLIANCE FOR TB DRUG DEVELOPMENT

Customer service and user-friendly layout were key to the non-profit

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At a Glance

TB Alliance collaborates with many external partners globally in their quest to discover and develop better, faster-acting, and affordable drugs to fight tuberculosis. In support of their contractual collaborations, they originally used a SaaS contract management system competitor, but glitches, more cumbersome system features than actual benefits, and poor customer service left them in need of a new document management platform. Since choosing DocuVantage one year ago, they haven't looked back.

"[The Lead Engineer at DocuVantage] is responsive and helpful when trying to solve any challenges we have, implementing enhancements to meet our organization's specific needs. We appreciate that our suggestions are taken seriously and that we receive such personalized customer service."

-Christi Baine

Manager, Operations

TB Alliance

What They're Dealing With

As a non-profit product development partnership (PDP), TB Alliance has a virtual business model which keeps their organization's overhead lean, instead relying on external partnerships to implement their mission. In the fight against tuberculosis, they've partnered with a wide range of public and private stakeholders, including pharmaceutical companies, universities, and research facilities. These partnerships require a constant, evolving stream of contracts to support their work.

Developing and testing new compounds, drug manufacturing, conducting clinical trials globally, and getting the drugs to market require TB Alliance to enter into hundreds of new contracts annually. Every contract established by the organization passes through the hands of one of TB Alliance's contracts administrators and is eventually stored and managed within DocuVantage.

\$22K	50%	30%
Annual license savings	Reduced document retrieval time	Reduced contract record setup time

The Transition to DocuVantage

The TB Alliance contracts team found their old contract management system to be more complicated than helpful for the end user. To make matters more frustrating, their customer service

experience was slow, requiring repeated follow up by the contracts team members and often ended with no offered solution. With the switch to DocuVantage, the team finally feels a sense of consistency and security that their specific needs are being heard and answered. What took three clicks in the old system takes one in DocuVantage. In fact, the old system was so unfriendly for the end users that TB Alliance team members (those who could be classified as "casual system users") often needed assistance from a contracts administrator simply to search for an existing contract. DocuVantage's adaptable, easy to use, platform has been customized as the organization's contract management system and is much more intuitive for people outside of administrators to use, making their contracts accessible to the entire organization.

The Numbers and What the Future Holds

TB Alliance now continually saves over \$22,000 annually simply by having switched their license to DocuVantage from their original contract management system. In addition, they have been able to cut the time required to set up a contract record by 30%, and the time needed to search for a document by 50%. DocuVantage's Lead Engineer is constantly working to provide real-time results in response to TB Alliance's suggestions.

Due to positive reception since rollout, DocuVantage is currently being considered to fill the business process and document management needs for other departments. The contracts team have confidence that DocuVantage CTO Dave Wiggin's personalized document management consulting will help TB Alliance develop any future business processes, and DocuVantage OnDemand is now primed for expanded use across multiple departments.

"The #1 selling point for us was Dave [CTO of DocuVantage]. He makes customer service a high priority—he listens to our business needs and always finds a way to make it work for us."

*-Christi Baine
Manager, Operations
TB Alliance*