



Informed Consent

Delivering results: how Careington
built a scalable CLM with DocJuris



Executive summary

Careington International Corporation, a pioneer in affordable, consumer-driven health and wellness benefits, found itself grappling with a familiar challenge—too many contracts, not enough structure. As the company expanded its service offerings and partnerships across the healthcare and discount benefits landscape, its internal Legal team faced increasing pressure to manage a growing number of contracts without compromising accuracy, compliance, or turnaround speed.

What Careington needed wasn't a monolithic platform—it needed clarity. With no standardized intake process and minimal delegation, even routine contracts were stuck in legal review queues. The result: bottlenecks, resource strain, and inconsistent tracking of key contract data. But rather than rush into a costly, off-the-shelf CLM deployment, Careington took a smarter approach: partner with DocJuris to co-design a solution built around its people, processes, and unique business needs.

Through hands-on collaboration, weekly workshops, and deep alignment across Legal and Procurement, Careington launched a custom-fit CLM that didn't just digitize paperwork—it redefined how contracts were created, routed, reviewed, and tracked. The results: a fivefold increase in review consistency, decreased legal workload, and a structure that scales with the business.

Business context: scaling operations amidst growing complexities

In the evolving landscape of health and wellness benefit administration, speed and compliance are non-negotiable. For Careington, managing programs that touch millions of lives through providers, insurers, and employer groups means staying ahead of shifting requirements—often contract by contract.

As the business diversified and entered into more complex partnerships, the Legal team experienced mounting pressure to process and negotiate a wide range of contracts—from NDAs and provider agreements to service contracts and vendor relationships. The increased volume came with a demand for speed, precision, and documentation. Unfortunately, the systems in place simply weren't built to scale.

Without a unified contract intake workflow or triaging system, everything defaulted to Legal. That meant even low-risk, boilerplate agreements had to pass through attorneys' desks, slowing down timelines and stifling cross-functional autonomy. Procurement teams were often unsure when—or how—to move deals forward, while Legal was inundated with a queue of agreements that didn't require legal expertise at all.

These inefficiencies not only delayed revenue-generating initiatives but also introduced risk due to lack of process visibility. Careington needed more than a digital repository—they needed a flexible but structured framework that clarified roles, increased efficiency, and brought all stakeholders into alignment.

The challenge: navigating bottlenecks and inefficiencies

Before partnering with DocJuris, Careington’s contract processes were functional—but far from efficient. Like many fast-growing organizations, its Legal department had become the catch-all destination for any and all agreements, regardless of complexity, dollar value, or strategic importance. With no clear triage system or contract intake rules, Legal found itself inundated with requests ranging from high-stakes provider agreements to routine renewals and low-risk vendor forms.

This model wasn’t sustainable.

Attorneys, paralegals, and Legal Operations staff were spending a disproportionate amount of time managing routine tasks—tracking down internal approvals, reformatting contracts that arrived in inconsistent templates, and clarifying responsibilities with cross-functional teams. In many cases, a single missing field or an outdated clause meant the contract had to circle back multiple times before it was ready for execution.

Careington’s Legal team wasn’t the problem—it was the process. Or rather, the lack of one.

Three core inefficiencies were driving most of the delays:

- **Lack of intake discipline:** Contracts came in from every direction—email, phone calls, paper, even hallway conversations—without a consistent method of submission or criteria for prioritization. Legal had no easy way to distinguish urgent matters from those that could wait.
- **Undefined roles and responsibilities:** Procurement and business teams didn’t have a roadmap for which contracts they could initiate and negotiate independently. As a result, Legal was defaulted into every workflow, even when their involvement wasn’t strictly necessary.
- **No systemic visibility:** There was no shared platform to track where contracts stood, who owned the next step, or how long each phase was taking. This lack of transparency created friction, follow-up fatigue, and frustration across teams.

The consequences extended beyond Legal. Procurement teams felt slowed down by delayed response times, Sales teams faced setbacks in onboarding partners, and compliance risks loomed due to missed terms or untracked obligations. In short, the contract process was reactive, decentralized, and opaque.

Careington needed a solution that wouldn't just digitize these inefficiencies—but eliminate them. That meant designing a new system from the ground up, one that balanced automation with control and gave every stakeholder—from Legal to Procurement to executive leadership—clear lines of sight into the contract lifecycle.

The solution: a collaborative approach to CLM implementation

Rather than purchase and adapt a rigid CLM solution, Careington took a people-first approach. The Legal and Procurement teams partnered closely with DocJuris to evaluate current workflows, identify gaps, and co-create a new operating model for contract management.

What set this initiative apart was the commitment to joint execution. DocJuris wasn't simply a software vendor—it became a strategic advisor, providing both the technology and the playbooks to build consensus. Together, the teams:

- **Leveraged DocJuris's CLM white paper** to outline responsibilities and workflows for intake, negotiation, and approval.
- **Standardized key agreement types** with pre-approved templates to simplify initiation and reduce variation.
- **Defined approval thresholds** that routed low-risk contracts to Procurement and escalated more complex deals to Legal.

This methodology reduced ambiguity across the organization. Teams now had confidence in what they could handle independently—and Legal gained time to focus on the contracts that truly required their expertise.

Implementation: building a resilient and adaptable system

The implementation wasn't just a "go live" moment—it was a phased, iterative process marked by partnership and adaptability. Careington and DocJuris began by mapping existing workflows across departments, identifying who was doing what, and uncovering where most delays occurred.

From there, a shared goal emerged: create a system that's simple enough for business users to adopt but sophisticated enough to meet Legal's compliance and oversight requirements.

The project followed a four-stage rollout model:

- **Discovery and design:** Stakeholders from Legal, Procurement, and Operations joined working sessions to surface pain points and prioritize features. The focus wasn't just on tools—it was on aligning people and responsibilities around a new workflow.
- **Template and rule-building:** DocJuris helped Careington build intelligent templates and clause libraries, aligning them to risk levels and routing logic. These blueprints ensured that similar contract types followed consistent paths.
- **Pilot and feedback:** A controlled rollout began with NDAs and vendor contracts. Business users tested the new intake forms and approval routing, while Legal tracked engagement and refinement opportunities.
- **Scale and refine:** As adoption grew, more complex agreements were added to the CLM framework. Feedback loops were kept in place to ensure that evolving business needs could be addressed in real time.

What made the process successful wasn't just the structure—it was the shared ownership. Legal didn't push a solution onto the business; they co-created one alongside DocJuris, ensuring every group saw their role and value in the system.

The results: measurable improvements and strategic benefits

Since implementing the new CLM system, Careington has seen tangible, measurable gains:

- **5x increase in review consistency:** Agreements are processed using standardized templates and playbooks, reducing errors and rework.
- **Significant reduction in legal bottlenecks:** Routine agreements now bypass Legal altogether, allowing attorneys to focus on strategic matters.
- **Greater process transparency:** Stakeholders can see where a contract is in the workflow and who owns the next step.
- **Improved compliance and audit readiness:** With everything documented and centrally tracked, the system supports internal reviews and external audits.
- **Scalable framework for future growth:** The system was built to evolve, with templates, rules, and user access models that can expand with the business.

In short, Careington didn't just digitize—it operationalized contract workflows in a way that drives long-term performance and trust.

Redefining contract success at scale

Careington's story offers more than a case study—it offers a model. By approaching CLM not as a software purchase but as a shared commitment to clarity and execution, the company avoided the common pitfalls of over-engineering and under-utilization.

This is what strategic CLM transformation looks like: clear roles, flexible tools, and a willingness to co-create with partners who understand the unique pressures of Legal and Procurement.

Other organizations facing similar contract complexity can take a page from Careington's playbook: start with people and process, choose technology that adapts to you, and build for what you'll need next—not just what you need today.

About DocJuris

DocJuris is a contract negotiation platform designed for Legal and Procurement teams. With AI-powered playbooks, intelligent markup, and collaborative workflows, DocJuris helps organizations accelerate reviews, ensure consistency, and reduce risk—without disrupting existing systems.