



## Informed Consent

**Delivering results:** how Flex slashed contract review time from 8 days to 5 minutes with DocJuris AI



# Executive summary

Flex, a global leader in electronics manufacturing, faced a significant challenge: its Global Procurement and Supply Chain (GPSC) Legal team was burdened with reviewing thousands of complex supplier contracts annually, each taking an average of eight days to process. This bottleneck threatened to impede business momentum and disrupt supplier collaborations.

Seeking a solution that would enhance efficiency without compromising risk management, Flex partnered with DocJuris to implement an AI-driven contract review tool. This collaboration transformed the contract review process, reducing turnaround time from eight days to just five minutes. The AI tool streamlined reviews, minimized manual interventions, and fostered better collaboration between Legal and Procurement teams.

This initiative not only improved operational agility but also earned Flex and DocJuris the prestigious 2023 ACC Value Champion Award, recognizing their commitment to legal innovation and efficiency.

## Business context: navigating complexity in a global supply chain

As one of the world's largest electronics manufacturers, Flex operates a vast global supply chain, managing relationships with thousands of suppliers across numerous markets. The company's success depends on a high-functioning Legal team capable of keeping pace with the demands of procurement and supply chain operations.

The GPSC Legal team was inundated with a high volume of supplier contracts, each requiring meticulous review. The traditional manual process—characterized by back-and-forth emails, redlines in Word documents, and siloed collaboration—was time-consuming and inefficient. Delays in contract approvals risked slowing production, creating compliance challenges, and ultimately impacting business continuity.

Recognizing the growing urgency to modernize, Flex set out to reimagine its approach to contract review—not by implementing a bulky enterprise platform, but by embracing targeted innovation designed to deliver measurable impact quickly.

## The challenge: inefficiencies in traditional contract review processes

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Flex's GPSC Legal team faced mounting pressure from several compounding inefficiencies:

- **High contract volume:** Thousands of supplier contracts moved through the pipeline each year, each requiring attention.
- **Slow turnaround times:** Reviews took an average of eight days per contract, creating downstream delays.
- **Manual workflows:** Email chains, file versioning, and inconsistent review formats made collaboration cumbersome.
- **No visibility:** It was difficult to monitor contract-specific efforts or quantify the Legal team's workload.

The process left departments buried in repetitive work and made it difficult to scale. As turnaround times dragged, business partners grew increasingly frustrated with delays. Flex needed a solution that would not only speed things up but also maintain—if not improve—the quality and accuracy of its legal oversight .

## The turning point: embracing AI for contract review

In search of a more agile solution, Flex partnered with DocJuris to reimagine contract review with the help of artificial intelligence. The goal was simple: create a process that could screen contracts in minutes rather than days—without compromising legal rigor.

DocJuris delivered an AI-driven tool that could:

- **Analyze contracts instantly:** Identify and flag redlines, exceptions, and problematic clauses.
- **Generate structured screening reports:** Highlight key risks based on Flex's contract playbooks.
- **Foster collaboration:** Create a common workspace where Procurement and Legal could work together more efficiently.

Rather than replace their systems, Flex enhanced what they already had—integrating AI into familiar tools and workflows to minimize disruption and drive faster adoption.

The result wasn't just a faster review—it was a rethinking of the entire contract workflow, from intake through negotiation. By frontloading reviews with DocJuris AI, Flex unlocked the ability to triage contracts intelligently, focus attorney time on the right deals, and elevate the Legal team's role as a strategic enabler.

# Implementation: a collaborative and strategic approach

Flex's rollout of DocJuris wasn't about flipping a switch—it was a thoughtful and strategic transformation executed in phases:

- **Start simple:** The team began by applying the tool to standard NDAs, enabling them to train the AI and refine playbooks in a low-risk environment.
- **Customize playbooks:** Flex's legal team collaborated with DocJuris to build intelligent templates and clause libraries tailored to procurement-specific risks.
- **Train and test:** The rollout included training sessions, guided walkthroughs, and plenty of hands-on testing to ensure buy-in and confidence across stakeholders.
- **Expand quickly:** Once the tool proved successful with NDAs, Flex expanded it across its supply chain agreements, enabling faster, more consistent reviews.

The success of the implementation wasn't just about the software—it was about the mindset. Flex treated the rollout as a strategic collaboration, not a technical project, ensuring every team felt ownership in the outcome.

Importantly, Flex took care to align the rollout with business needs—not just legal goals. Legal and Procurement worked in lockstep to ensure the new system delivered value without disrupting day-to-day operations.

## The results: transformative impact on contract management

The results of Flex's partnership with DocJuris speak volumes:

- **99% reduction in review time:** What once took eight days now takes just five minutes.
- **Increased contract velocity:** Procurement moves faster with fewer delays, improving supplier onboarding and deal execution.
- **Improved collaboration:** Legal and procurement now work side-by-side in a shared environment, reducing friction and accelerating decisions.

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- **Better risk control:** AI-powered playbooks ensure consistency in how risk is assessed and mitigated.
- **No new headcount:** Legal scaled its impact without growing its team.
- **Recognition for innovation:** Flex and DocJuris were named 2023 ACC Value Champions for their transformative results.

By modernizing its contract process, Flex unlocked new capacity across the Legal department—giving attorneys the bandwidth to focus on higher-value work while empowering Procurement to move quickly and confidently.

## Strategic insights for Legal and Operations teams

Flex's journey offers a powerful playbook for Legal, Procurement, and Operations leaders looking to modernize with impact. Here are the key lessons:

- **Not every solution needs to be massive:** You don't need a full-blown CLM or enterprise overhaul to see results. Smart, targeted technology can make a bigger difference—faster.
- **Design around the user:** Flex's tool wasn't just built for lawyers—it was built for Procurement, with an intuitive interface and AI that mimics how Legal reviews work in real life.
- **AI doesn't replace lawyers—it augments them:** With DocJuris, Flex's legal team can review more contracts with more consistency, without being bogged down by administrative tasks.
- **Build once, improve forever:** With playbooks and templates that evolve over time, Flex has set up a self-improving system that gets better the more it's used.
- **Measure what matters:** Time saved, turnaround time, redline consistency—Flex tracked the right metrics to build a compelling business case and scale success.

## A smarter standard for contract review

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Flex's transformation proves that AI isn't a futuristic promise—it's a practical tool delivering real results today. With the right partner, the right data, and a clear vision, legal teams can reclaim their time, increase their strategic value, and deliver measurable impact to the business.

Rather than wait 12–18 months for results from a massive platform rollout, Flex created change in weeks—and in doing so, redefined what success looks like in contract review.

This isn't just a story about speeding up paperwork. It's a story about aligning Legal with the pace of business, empowering stakeholders, and proving that modernization doesn't have to mean complexity.

And as Legal departments continue to face pressure to do more with less, Flex's journey offers proof that meaningful change is within reach—with the right partner and a focus on strategic execution.

## 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.

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