



ContractBox

Scaling Vendor Operations at a Global SaaS Firm

COMPANY OVERVIEW

A fast-scaling Series C SaaS firm with over 1,200 employees, managing a distributed vendor network across 40+ countries. Procurement and legal workflows were highly fragmented, leading to operational delays and rising risk.

KEY CHALLENGES

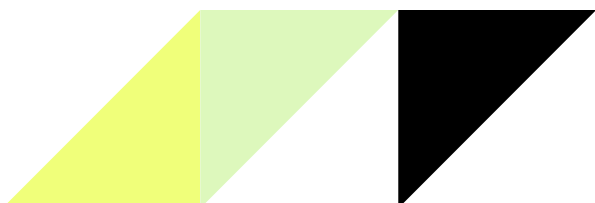
- Supplier contracts scattered across inboxes, drives, and spreadsheets
- Manual approval bottlenecks with no standardized review
- Missed vendor renewal dates and poor visibility into contract status
- Lack of proactive compliance tracking across jurisdictions

THE TURNING POINT

The procurement team sought a single solution that would automate workflows, ensure vendor agreement compliance, and unify contract visibility across all teams. Contract Box was deployed as the central platform.



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IMPLEMENTATION

Contract Box integrated with existing procurement and finance tools via Zapier, providing real-time triggers for contract uploads, approvals, and renewals. AI-based tagging and smart alerts became standard.

RESULTS

- 95% of vendor contract workflows fully automated
- 60% faster contract turnaround, from intake to execution
- 100% renewal visibility and on-time alerts
- Supplier risk monitoring improved with live dashboards



CONCLUSION

By adopting Contract Box, the SaaS firm transformed fragmented, manual vendor operations into a streamlined, automated ecosystem. Enhanced visibility, proactive compliance, and significant time savings empowered teams to focus on strategic growth rather than administrative hurdles. This shift not only mitigated risk but also established a foundation for scalable, global vendor management excellence moving forward.



CUSTOMER QUOTE

"We now track every vendor agreement in real time—with full transparency, proactive reminders, and zero guesswork."

- Director of Procurement, Global SaaS Firm