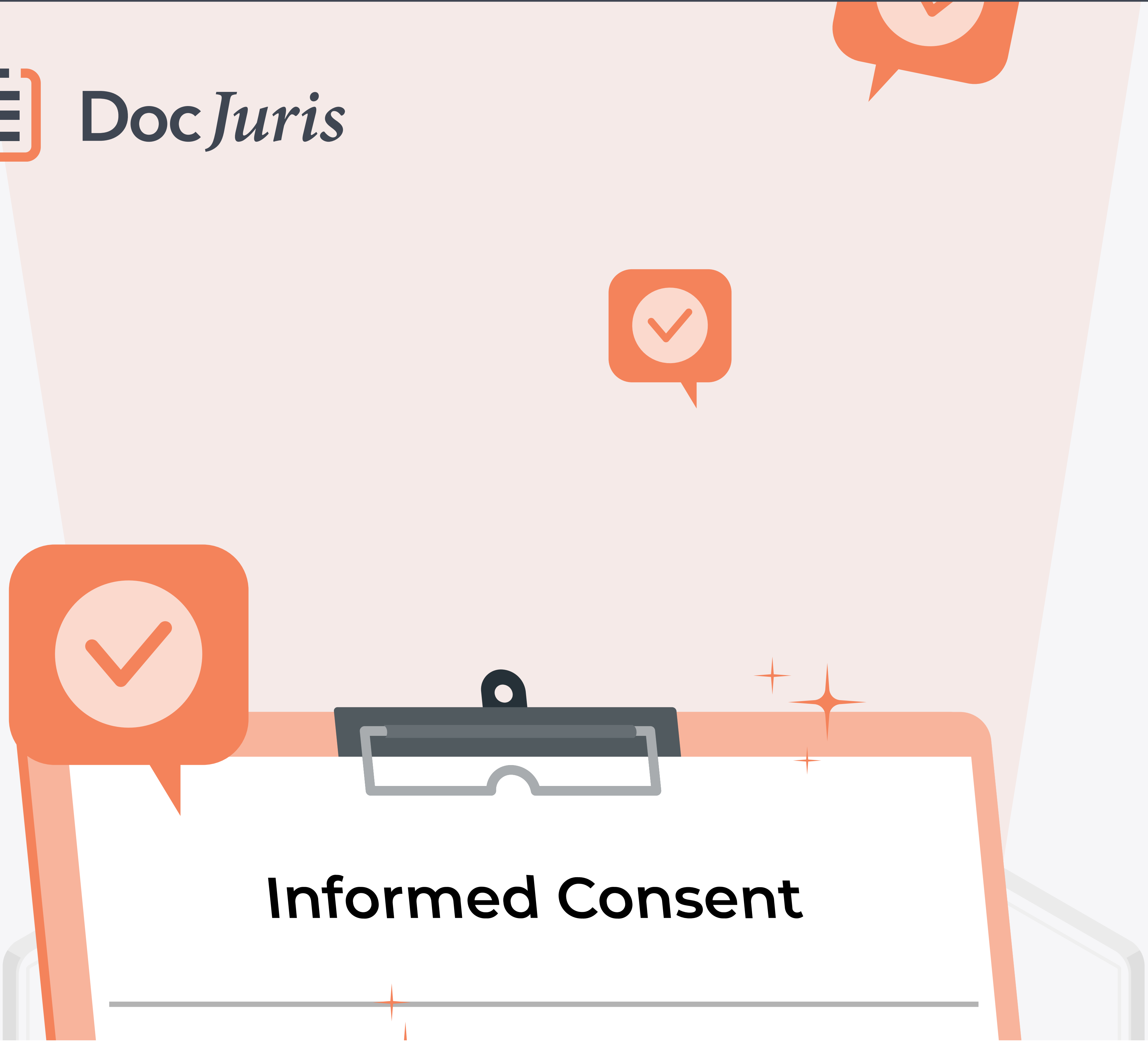
DocJuris



Delivering results: how Purolator saved $300K by modernizing contracting with DocJuris—without a full CLM overhaul

Executive summary

When logistics giant Purolator set out to modernize its contract generation processes, it did so with a bold but focused objective: achieve efficiency and cost savings—without the heavy burden of deploying a full Contract Lifecycle Management (CLM) system. Like many in-house legal teams, Purolator's legal operations unit faced increasing demand to do more with less. Budgets were tight, expectations were high, and a sweeping Enterprise Resource Planning (ERP) transition was already underway.

Instead of investing in a complex and expensive CLM platform, Purolator took a smarter approach. With DocJuris as its strategic partner, the team deployed a targeted contract generation solution that worked with their existing tools—avoiding disruption, maximizing adoption, and preserving resources.

By focusing on usability, scalability, and speed to value, Purolator was able to future-proof its contract processes without compromising daily operations. The solution didn't require a massive rollout or reengineering—it simply made what they already had work harder and smarter.

The results were immediate and impressive: over $300,000 in savings, a 50% reduction in legal tech costs, and a 25% drop in overall legal spend. Most importantly, Purolator didn't add headcount or delay its ERP transition. The outcome wasn't just operational—it was strategic, helping the legal team position itself as a high-impact business partner.

For this achievement, the company earned recognition as a 2024 ACC Value Champion.

Business context: growth, complexity, and the need for change

As one of Canada's leading logistics and parcel delivery companies, Purolator handles millions of shipments annually. The company's high-volume, time-sensitive business model depends on operational precision, technological reliability, and contractual clarity. From vendor agreements and service-level contracts to technology partnerships, the legal team manages a substantial volume of routine, recurring agreements.

Prior to working with DocJuris, Purolator had already explored traditional CLM platforms but found them lacking. These platforms were either too rigid, too expensive, or too disruptive to align with their existing workflows and tools. What Purolator needed wasn't a total overhaul—it was a surgical strike.

Adding to the challenge was an ongoing ERP upgrade. As teams across the organization adapted to new systems and procedures, Purolator's Legal team couldn't afford to derail business operations by waiting for a slow, top-down CLM implementation. They needed an efficient solution, fast—and one that respected the systems already in place.

The challenge: a CLM that never delivered

Purolator's prior attempt to adopt a full CLM platform proved instructive. While the technology promised to streamline contracts, the reality was a different story:

- **Too complex:** Full-scale CLM systems required heavy configuration and time-consuming onboarding.
- **Underused:** Most business users didn't need—or want—all the bells and whistles.
- **Not integrated:** The CLM didn't mesh well with Purolator's CPQ and ERP systems, making automation difficult.
- **Poor ROI:** Licensing costs and maintenance fees piled up, with minimal return.

"CLM was supposed to solve the problem, but in reality, it introduced more friction," said Remy Bassan, Head of Legal Operations at Purolator. "We weren't trying to reinvent the wheel—we just needed to standardize contracts and keep pace with business demand."

The turning point: a smarter, more surgical approach

In early 2023, Purolator began working with DocJuris to develop a custom contract generation intake solution. The guiding philosophy was simple: instead of replacing what works, enhance it. By leveraging existing technology (including Microsoft Office and internal CPQ tools), DocJuris helped Purolator introduce a user-friendly front end for business stakeholders to initiate contracts.

This approach offered several advantages:

- **Minimal disruption:** No overhaul of existing tools or processes.
- **Faster time to value:** Legal could deploy the solution in time for the ERP cutover.
- **No new headcount:** Operations continued without additional staff.

- **Better standardization:** Contracts were generated based on pre-approved templates and clause libraries.
- **Legal oversight maintained:** While business users initiated contracts, legal stayed in the loop and retained final authority.

As Bassan put it, “We didn’t need a big platform—we needed something smart and nimble. DocJuris brought a practical solution to the table and worked alongside us to get it done quickly.”

Implementation: focused, fast, and flexible

The implementation took just a few weeks—not months—and centered around four key principles:

- **Use what you already have:** Rather than rip and replace existing tools, Purolator and DocJuris built a lightweight interface that integrated into established systems. This reduced the need for retraining or new software licenses.
- **Make it simple for business users:** The intake tool allowed non-legal teams to initiate contracts by answering a short series of guided questions. The tool dynamically generated a draft contract using standard clauses and formatting rules.
- **Enable legal to work smarter, not harder:** Once generated, Legal could quickly review and finalize contracts with minimal back-and-forth. The result: more contracts processed in less time—without sacrificing quality or control.
- **Stay agile:** The DocJuris platform allowed Purolator to continuously improve and customize their playbooks. As new contract types or negotiation strategies emerged, updates could be rolled out quickly.

Importantly, the entire deployment occurred alongside Purolator’s broader ERP transition—without a single delay to business operations.

The results: cost savings, operational efficiency, and recognition

The outcome speaks for itself:

- **$300,000+ saved:** Avoided licensing, implementation, and operational costs of a traditional CLM system.
- **50% reduction in legal tech spend:** By simplifying its tech stack, Purolator cut overhead while improving functionality.
- **25% year-over-year decrease in legal costs:** Streamlined processes translated to real budget relief.
- **30% reduction in legal spend as % of budget:** Demonstrating Legal's commitment to operating as a business enabler.
- **Zero headcount growth:** Increased productivity without increasing team size.
- **Operational continuity:** Not a single missed step during a critical ERP upgrade.

These results earned Purolator and DocJuris recognition as ACC 2024 Value Champions—awarded to Legal departments that deliver tangible business impact through innovation and efficiency.

Strategic insights for Legal and Operations teams

Purolator's journey offers a powerful case study for Legal, Procurement, and Operations leaders facing similar pressure to modernize without overspending. Key takeaways include:

- **Not every problem requires a platform:** Many teams assume they need a full CLM or enterprise SaaS to solve contract bottlenecks. But the most successful solutions often come from refining existing processes—not replacing them.
- **Design for the user—not just the lawyer:** The success of Purolator's contract generation tool hinged on its usability. Business users could quickly generate agreements without needing to learn a legal platform.
- **Align Legal with business objectives:** By tying their solution to the ERP launch, Purolator's Legal team showed it could be a strategic partner—not a bottleneck.
- **Stay nimble:** Technology should evolve with your needs. The ability to update playbooks and templates without engineering support helped Purolator stay ahead of demand.

- **Measure what matters:** Purolator's metrics-driven approach—tracking spending, turnaround time, and contract volume—provided the business case needed to sustain and expand the initiative.

A blueprint for the future

For in-house Legal teams around the globe, Purolator's story offers a compelling alternative to costly CLM implementations. Rather than waiting 12–18 months for results, Purolator delivered impact in weeks—and avoided the complexity that so often plagues legal tech projects.

With DocJuris, Purolator proved that great contract processes aren't about the flashiest tools. They're about alignment, simplicity, and strategic execution.

For companies navigating digital transformation, limited budgets, or high operational complexity, this case stands as a model for what's possible.

About DocJuris

DocJuris is a contract negotiation platform built 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 what's already working.