



# APTTUS

## SUCCESS WITH IMS HEALTH

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“For each stakeholder there is a bonus that they get from using Apttus and they are starting to see it. We didn’t have to say, ‘It’s great for management or it’s great for sales, so get used to it.’ It has something for everybody.”

- Christine Wiegand, Senior Corporate Attorney, IMS Health

**With Apttus Contract Management, IMS Health eliminates redundancies, streamlines processes, and eases user adoption.**

### Customer Overview

IMS Health is a leading worldwide provider of information, technology and services dedicated to making healthcare perform better. Drawing on information from 100,000 suppliers and on insights from more than 40 billion healthcare transactions processed annually, IMS Health’s 9,000+ expert resources drive results for over 5,000 healthcare clients globally.

### The Business Challenge

IMS Health needed to streamline the entire contract management process while still meeting the requirements of different stakeholders throughout the organization.

The company had been struggling with a manual contract management process that allowed for duplicate entry information, process redundancies, and communication gaps. There was also no central repository from which to pull various contracts and clauses. Salespeople would work on an opportunity in Salesforce, then step out of that system to handle contract development using Microsoft Office. Each contract was individually created, so when salespeople left or changed accounts, individual contract knowledge often left with them.



### Solution

Apttus provides IMS Health with a contract management solution that is very user friendly and delivers a wide range of functionality for all stakeholders across sales, finance, and legal departments. For example, legal needed a searchable repository for clauses to help manage risks and finance desired an easy-to-use system that integrated with their billing system. Apttus met IMS Health's detailed requirements without the need for excessive configuration.

#### Key features:

- Eliminates duplicate entries
- Process redundancies
- Closes communication gaps

### Benefits

Since Apttus is 100% built on the Salesforce platform, which IMS uses for CRM and opportunity management, the solution felt like a natural extension of existing processes. User adoption has been high both for Salesforce and non-Salesforce users.

**Apttus provides IMS Health with a contract management solution that is very user friendly and delivers a wide range of functionality for all stakeholders.**

#### Key benefits:

- Single repository for contract terms and clauses
- Direct connection to billing
- Ease of use for both Salesforce and non-Salesforce users

### About Apttus

Apttus delivers Quote-to-Cash, category-defining software that drives the vital business process between the buyer's interest in a purchase and the realization of revenue. Apttus is delivered on the Salesforce Platform, the world's most trusted and comprehensive cloud delivery infrastructure. Applications include Configure-Price-Quote (CPQ), Proposal Management, Renewals, Contract Management and Revenue Management. Additionally, Apttus' patent pending X-Author technology enables Microsoft Office to be a user-interface with full interaction and control between Salesforce and Microsoft Office. Apttus is based in San Mateo, California, with additional offices in London, UK and Ahmedabad, India. For more information visit: [apttus.com](http://apttus.com).