

Case Study



Emmes Cuts Drafting Time By Nearly 85% with IntelAgree

"This process has cut drafting time from up to two weeks to as little as two days when all the information is available. What used to take days of back-and-forth now happens effortlessly in the system – it's made a tremendous difference in how we work."

- Dominic Johnson, Associate Vice President of Contracts at Emmes

Company

Emmes is a global Clinical Research Organization (CRO) with over 45 years of experience advancing public health and biopharmaceutical innovation. Its clients include U.S. federal agencies and institutes as well as numerous biotechnology, pharmaceutical, and medical device organizations worldwide

Overview

For Emmes, keeping up with the demands of a growing business meant facing familiar contract management challenges: scattered document storage, endless email threads, and manual workflows that couldn't keep up.

But Dominic Johnson, the Associate Vice President of Contracts for Emmes, saw an opportunity to change that. Determined to bring structure and efficiency to Emmes' contract management, Dominic partnered with IntelAgree to solve these challenges head-on and create a system that could keep pace with the company's growth.

Key Results

- Smooth implementation and practical training boost adoption
- Automated, end-to-end workflows cut drafting from weeks to days
- Searchable repository & customizable dashboards fix fragmented contract management

Now, drafting time has shortened from weeks to days thanks to automated workflows and smart templates. Over 65 updated templates were reviewed, refined, and centralized into the system, ensuring every contract followed a consistent, organized structure. Plus, with a single searchable repository and automated naming conventions, contracts are easy to find and even easier to manage. The chaotic inboxes and disjointed workflows of the past are gone, replaced with a streamlined process the team can rely on.

Challenges

- Absence of a unified contract repository
- Slow and inefficient document searches and retrieval
- Manual, disjointed, and time-consuming workflows
- Inconsistent and unstructured naming conventions

Solution

Smooth Implementation and Practical Training Boost Adoption

The transition from contracting to implementation with IntelAgree was seamless, thanks to a well-structured, collaborative approach. "There was such a smooth transition from our contract representative to our implementation representative," explained Dominic. There wasn't a hard stop or waiting period — it felt seamless. It was well-organized, and we were ready to dive in and get things moving."

Weekly meetings, a centralized tracker, and clear assignments ensured the team stayed on schedule, even with tight deadlines. Dominic added, "I've implemented other systems before, and they can be chaotic. But IntelAgree kept everything so organized — it just worked on both sides."

A critical step in the process was refining and uploading over 65 templates, ensuring the contract repository was current and relevant.

Dominic highlighted the importance of this phase: "We took the time to review what we really needed, leaving behind outdated templates we weren't using anymore. That decision-making was challenging but necessary, and IntelAgree's guidance made it manageable. We felt confident moving forward, even during a period of internal transformation."

Training and resources played a significant role in building this confidence. Onboarding videos, a robust help database, and guided sessions made the learning curve manageable for everyone involved. "The tools were practical and easy to access," Dominic noted. "Whenever someone had a question, they could find answers autonomously. That support was essential in getting the team comfortable with such a big change."

The implementation also included configuring a budget approval workflow to align IntelAgree with Emmes' internal processes. "We needed an extra layer of budget review before moving contracts forward," Dominic explained. "Finance can now review, provide feedback, and approve budgets directly in the system. Now, everyone knows the process is reliable, and it fits exactly how we operate."

Automated, End-to-End Workflows Cut Drafting From Weeks to Days

Managing contracts at Emmes used to be a slow, manual process. Drafting required copying data into templates by hand. Requesters didn't always provide the information needed to move contracts forward, and version control was unreliable. "We were handling everything through email — drafting, approvals, tracking — it was overwhelming and inefficient," said Dominic.

With IntelAgree's automated workflows, Emmes replaced chaotic inboxes with a tool that handles contract requests from start to finish in one place. Smart forms now capture all the necessary information upfront, eliminating back-and-forth emails and delays. Dashboards give requesters real-time visibility into their contract's status, allowing users to find answers independently without burdening the legal team.

Contracts are now generated at the push of a button, pulling data directly from templates pre-filled with submitted attributes. "This process has cut drafting time from up to two weeks to as little as two days when all the information is available," Dominic noted. "What used to take days of back-and-forth now happens effortlessly in the system — it's made a tremendous difference in how we work."

Searchable Repository & Customizable Dashboards Fix Fragmented Contract Management

Before IntelAgree, storing contracts at Emmes became increasingly unmanageable as the company expanded globally.

Domestic teams relied on one network drive, while newly acquired global entities stored contracts on separate systems, creating silos. "There was no way to connect the systems," explained Dominic. "Locating a contract meant searching through different drives with no consistency in how files were named. It slowed everything down and made collaboration harder and more frustrating."

Since implementing IntelAgree and centralizing all contracts into a single, searchable repository, Emmes has seen remarkable improvements in efficiency and collaboration. "Now, every contract we need is in one place, and we can find it in seconds," Dominic explained.

Automated naming conventions also ensure that every document follows a clear, consistent structure, removing the guesswork. "The system is reliable — every file is named and stored exactly where we expect it to be," Dominic said. These changes brought structure and efficiency to Emmes' processes, transforming what had been an unpredictable system into one the team can trust.

Beyond improving access and organization, Dominic also has better oversight of incoming requests and team workloads, helping her distribute tasks efficiently and avoid missed deadlines. "I can see exactly what requests are in the pipeline, when they came in, and what my team is already handling," Dominic shared. "It's a relief knowing nothing is slipping through the cracks. I can make informed decisions about who should take on what, and we're delivering faster because of it." These improvements have not only streamlined operations but also built confidence with leadership, who now see how a unified system supports productivity and growth.

Ready to Accelerate your Contract Management?

Schedule a demo to learn more.

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