

# CLM TECHNOLOGY SELECTION



# CLM TECHNOLOGY SELECTION

## SERVICE

A set of activities to assist the Financial Services Organisation in selecting the right technology or combination of technology to achieve their strategic objectives.

Reg-tech and CLM technologies are complex and often confusing, we have a predefined process to ensure that the right technology is acquired, and the right level of due diligence is achieved to ensure successful implementation of new technology landscape.

## OUTPUTS & DOCUMENTATION

- High-level technology strategy and future state landscape
- Request for Information (RFI) documents and supporting requirements and success criteria
- Request for Proposal (RFP) documents and supporting requirements and success criteria
- Proof of Concept (POC) documentation and supporting requirements and success criteria

## USE CASES

When the client has:

- Identified the need for CLM technology but don't know which solution(s) to choose
- When CLM / Reg-tech technology has been unsuccessful and new components are being considered
- Expertise is required to ensure that pitfalls and likely impacts of particular technology choices are understood
- To help shape and opine on existing technology selection activities

## KEY FEATURES

### REG-TECH / CLM TECHNOLOGY STRATEGY

- Identify the required components
- Advice on the most suitable vendor solutions to address the problem statement
- Complete end-to-end mapping of the tech requirements to address business challenges and achieve strategic objectives

### REQUEST FOR INFORMATION (RFI)

- Define high-level requirements from a predefined list of components and outcomes
- Expert scoring to get to a shortlist of vendors who can offer solutions
- Expert engagement with the vendors to ensure transparency
- Review and appraisal of responses, driving to a shortlist of vendors to take to the next stage of assessment

### REQUEST FOR PROPOSAL (RFP)

- Define detailed requirements and components required
- Expert review of responses and scoring matrix
- Advice on pricing and contractuals to ensure competitive offering
- Advice on vendor decision and need for POC activity

### PROOF OF CONCEPT

- Define core use cases and success criteria for final stage of evaluation
- Plan, shape and engage parties to deliver POC
- Evaluate success and completeness of POC

## THE AURORA DIFFERENCE / DOMAIN EXPERTISE:

- Proven experience delivering multiple Reg-Tech and CLM solutions
- Deep knowledge of different CLM solutions and how to build your organisation to maximise benefits with minimal configuration
- Real-life experience selecting and implementing Reg-Tech and CLM Technology
- Deep relationships with key vendors to help drive transparency and early identification of pain-points

## APPROACH

### 1. Request for Information (RFI)

- This allows a client to see what vendor solutions could offer and whether the solution could work for the client. It is also known as a pre-tender invitation but is NOT a formal request for proposal.
- The document should contain the Client's aspirations, core objectives, or very high level expectation of functionality ('we require a solution that can manage, store and reuse our data effectively')
- The document is submitted to selected vendors
- We may propose vendors in the CLM space
- Each vendor must sign a Non-Disclosure Agreement (NDA) prior to joining the RFI process and this is a Client's NDA not Aurora. We may be asked to co-ordinate this
- The vendor submits a short pitch and will be invited to present to the Client.
- In totality, this gives the client a good idea of what is available in the market.

### 2. Request for Proposal (RFP)

- A more formal process where vendors are invited to send a proposal in to the Client for their vendor solution
- The RFP will have contractual information, costs and timeframes to implement and should also contain pre-requisites and vendor assumptions about the client, their technology, processes and data.
- The RFP can be drafted by Aurora or the Client and should clearly articulate what the client expects of the vendor in terms of time to deliver the proposal, what the minimum solution requirements are (must have a client facing portal, must be available 24/7 etc.)
- A 'Clearchoice' document usually accompanies an RFP and is a more detailed set of requirements (functional and non functional) and helps the vendor understand the needs of the business in more detail.
- The RFP will outline the process for the vendor and could typically be along the lines of:
  - Vendor has 2 weeks from date of this RFP to complete and return the pitch to the Client
  - Vendor must submit all questions no later than 5 days from receipt of RFP
  - Vendor must submit pitch in writing
  - Vendor must be available for presentations on x dates
  - Vendor must provide full breakdown of costs, licence, project management etc.

### 3. Proof of Concept:

- Formal process where the vendor builds a solution which proves that they can deliver on the promises made in the sales and selection process
- Define Clear use cases which test the end-to-end functionality required
- Define clear success criteria as to what constitutes a pass or fail in any particular functional area
- Develop plans to engage and schedule activity across 2-3 vendors
- Manage stakeholders and timeframes to ensure that POCs are complete and reviewed in line with customer outcomes
- Evaluate and score POC results
- Provide advice and guidance on gaps, activities and product enhancements which may be required prior to implementations

---

## TOOLS

Aurora has its own toolset for delivering outputs and managing the assessment steps. These include:

- Aurora RFI/RFP question set

- Aurora Scoring Matrix

- Success Criteria Matrix

- Vendor functionality mapping and information

We will use the client's preferred tools wherever available or preferred.

## STRUCTURE AND DURATION:

- Dependent on the selection of technology products

## TEAM PROFILE

- 1 Partner

- 1 delivery lead

- 1-3 Business Analysis

## SKILLS / KNOWLEDGE

- Vendor knowledge

- Reg-Tech landscape expertise

- Tech purchasing knowledge

- Project management to keep activity on track and to engage and report to key stakeholders



GET IN TOUCH TODAY IF YOU HAVE ANY QUESTIONS AT [ENQUIRIES@AURORACLM.COM](mailto:ENQUIRIES@AURORACLM.COM)