In the heart of Arizona, Sonora Quest Laboratories (SQL) stands as a vital force in healthcare. With a dedicated team of about 3,800 employees, this industry leader specializes in cutting-edge diagnostic testing from routine checkups to advanced genetic and molecular analyses serving millions with precision and care.

As Sonora Quest Laboratories expanded, its outdated contract management system faltered, with sales contracts scattered across multiple locations. This fragmentation slowed operations, delayed critical decisions, and increased risks of misplaced or obsolete agreements. By hindering scalability and inflating costs, these issues stifled SQL's growth potential, underscoring the urgent need for a streamlined, centralized solution.

A Few Challenges the Organization was facing were:

- Disorganized Contract Storage and Retrieval
- Inefficient and Manual Workflows
- Lack of Integration with Business-Critical Platforms
- Budget Constraints and License Management

These challenges underscored the urgent need for an efficient, automated, and integrated contract management system that could enhance compliance, streamline workflows, and improve

operational efficiency. This need paved the way for SQL's partnership with Cprime|INRY to implement ServiceNow's Contract Management Pro as the foundation for a streamlined and future-ready contract management platform.

50% Faster Contract Approvals Expected

90% Audit-Ready Compliance

50,000+ Contracts Centralized

Modernizing Contract Operations with ServiceNow Contract Management Pro:

By eliminating inefficiencies in contract storage, approval workflows, and compliance tracking, ServiceNow Contract Management Pro is a comprehensive solution designed to centralize contract lifecycle management.

With features like automated approvals, standardized templates, real-time tracking, and seamless integrations with DocuSign, and OneDrive, the solution ensures organizations can manage contracts effortlessly while maintaining regulatory compliance.

Understanding SQL's challenges around contract management, Cprime|INRY delivered a strategic and structured implementation of ServiceNow Contract Management Pro, resulting in a more automated, efficient, and compliant contract management process. The solution included:

- **Centralized Contract Repository –** Cprime|INRY implemented a centralised repository within ServiceNow, ensuring all contracts are easily accessible, secure, and audit-ready. This eliminated siloed storage and enabled streamlined access for all stakeholders

- **Automated Workflows for Efficiency -** Automated workflows were set up to manage contract requests, approvals, and renewals

This significantly reduced manual intervention, improved turnaround times, and minimized errors across the contract lifecycle

- **Strengthened Compliance and Audit Readiness –** Cprime|INRY ensured that compliance was a core focus of the new system. By standardizing contract templates, implementing approval checkpoints, and enabling audit trails, SQL gained the ability to track every contract interaction, ensuring transparency and regulatory adherence

- **Configured Contract and Document Templates –** Cprime|INRY configured over 40 pre-built contract templates and document templates, helping SQL standardize agreements and accelerate contract creation. This also ensured consistency and compliance across different contract types

- **Legal Contract Workspace -** A dedicated workspace was developed for SQL's legal team, allowing them to manage, review, and collaborate on contract processes within a centralized, user-friendly interface

- **Seamless Integration with Business-Critical Tools –** Cprime|INRY ensured seamless integration of ServiceNow with key business-critical tools,

including DocuSign for enabling secure digital signatures and OneDrive for efficient and secure document storage and access

- **Enabling Scalability for Future Growth -** The solution was designed to manage high volumes of templates and documents, positioning SQL for future growth

Forged For the Future, Built With Resilience

The launch of Contract Management Pro marked more than an operational upgrade for SQL it strengthened a results-driven partnership with INRY. From solving complex compliance hurdles to simplifying contract workflows, Cprime|INRY delivered tailored, scalable solutions that directly addressed SQL's day-to-day realities. With INRY as a strategic partner, SQL is equipped to meet healthcare's evolving demands while keeping its focus on innovation and growth

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