

Gateway Health Plan Taps Icertis to Accelerate Procurement and Reduce Risk

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Contract Intelligence Objective

Gateway Health sought to replace its existing manual contract management system with one that would accelerate the company's procurement process, ensure regulatory compliance in contract authoring and optimize agreement performance.

Solution Highlights

- Solution deployed remotely in 86 days, accelerating time to value
- Faster and more efficient contract process across \$1.6 billion operation
- Greater visibility and compliance in highly regulated healthcare sector

The Challenge

Gateway needed a contract lifecycle management (CLM) solution that could ensure compliance across its growing healthcare operations.

With a huge volume of complex contracts comprising multiple exhibits, merely investing in shoring up their previous manual system was not a viable option. Gateway required a CLM solution that could track multiple exhibits and audit contract changes to prevent the use of nonstandard clauses, ensuring regulatory compliance. Gateway also needed a way to ensure appropriate action was taken on expiring contracts.

The Solution

Looking beyond Gateway's baseline needs for a contract repository, Icertis was able to help Gateway realize the CLM requirements of its procurement and legal teams as well—for instance, libraries of pre-approved clauses and templates to ensure regulatory compliance.

Impressed by the flexibility and agility of the Icertis Contract Intelligence platform, Gateway was immediately able to take advantage of its ability to quickly roll new providers and facilities into the company's established workflow. Icertis also demonstrated the Icertis platform's ability to guard against noncompliance: locking down specific clauses to the correct individual approvers, putting guard rails up for procurement to approve standard terms, and ensuring no rogue approvals could be made for nonstandard terms. Another element that was key in Gateway's decision was Icertis' advanced analytics, enabling visualization of its contract data.

The Results

For Gateway, the entire Icertis implementation process, from discovery workshop to go-live, took only 86 days.

Now with Icertis, Gateway is able to automatically track multiple exhibits and audit who makes revisions, thereby increasing compliance through the prevention of nonstandard clauses. In addition, the company has accelerated its vendor onboarding process, and the improved visibility into contract performance provided by Icertis analytics ensures appropriate action can be taken on expiring contracts.

“We needed a contract management platform that would enable us to manage a large volume of complex agreements, while meeting our strict compliance and approval standards. The Icertis Contract Intelligence platform will enable us to speed our contracting, improve visibility and increase efficiency across our legal and procurement teams.”

Frances A. Woodward

Senior Vice President, Chief Legal Officer and Corporate Secretary
Gateway Health



With annual revenue of \$1.6B and a network that includes more than 29,000 physicians and health care providers, Gateway Health Plan manages health care services for more than 320,000 customers in 39 counties throughout Pennsylvania and Ohio.

About Icertis

Icertis is the global leader in AI-powered contract intelligence. The Icertis platform revolutionizes contract management, equipping customers with powerful insights and automation to grow revenue, control costs, mitigate risk, and ensure compliance - the pillars of business success. Today, 30% of the Fortune 100 trust Icertis to realize the full intent of millions of commercial agreements in 90+ countries.