

# Mercedes-Benz Drives Enterprise Transformation with Icertis

The Icertis Contract Intelligence platform reduces contract cycle time by 83%, marks new era of procurement for auto manufacturer.



## Contract Intelligence Objective

A contract intelligence system that would empower it to accelerate innovation in a rapidly changing marketplace.

## Solution Highlights

- Streamlined relationship with 500,000 suppliers
- Easy-to-use system accessed by 6,000 buyers
- Contract cycle time reduced from six weeks to one
- System deployed in just five months

## The Challenge

Mercedes-Benz, the luxury German automotive manufacturer, competes in a market defined by disruption. Constantly facing new competitors, new regulations, and new technologies. To stay out in front of this revolution in the car industry, they recognized the need to rethink the systems that run their business.

Business expansion meant higher budgeting volumes, hundreds of thousands of suppliers, and thousands of sourcing personnel responsible for buying goods in the organization.

Its 25-year-old procurement system was not up to the task of managing the global complexity of the business. Onboarding new suppliers required them to go through multiple systems—including non-integrated processes for issuing RFPs, selecting suppliers and getting them under contract, and tracking their performance against contract terms. This all created delays and distractions that took attention away from more important tasks. It was also difficult for the company to track risks and obligations in its supplier contracts.

“This made us slow and inefficient,” says Ulrich Ochmann, Product Owner Contracting, New Procurement System. “And it was hard for us to identify all the risks and obligations out of our contracts.”

## The Solution

With the Icertis Contract Intelligence platform, Mercedes-Benz was able to completely reimagine what was possible with contract lifecycle management (CLM). They did so by connecting critical contract information and processes to the sourcing systems they touched, thereby spearheading an effort that improved business outcomes in ways they never imagined.

“We wanted sourcing and contracting to go hand in hand, because in procurement you start with sourcing but immediately you also start your first contracts,” says Ochmann. “When this is joined in one powerful tool, you have everything transparent.”

Mercedes-Benz saw great value in Icertis’ cloud-first, API-first approach to contract intelligence, which promised to both accelerate the sourcing process and protect the company against risk.

## The Results

Icertis was deployed at Daimler within five months—a record for IT deployments at the company.

Today, companies leaders say it has a contract intelligence system that is easy to use and is saving its buyers precious time. Contract turnaround time has been reduced from six weeks to one, an 83% improvement. The platform has also greatly improved regulatory compliance.

“From sourcing to contracting we have gained speed. But it has also made us safer,” Ochmann says. “We have our risks transparent, we have our process transparent, and our buyers like the software. It’s easy to use.

“Icertis has made us faster, stronger, and more efficient.”

**“Icertis gives us a single point of truth, analytics capabilities, and seamless integrations with the rest of our enterprise software.”**

**Jan Brecht**

Chief Information Officer  
Mercedes-Benz



Mercedes-Benz

Mercedes-Benz combines luxury with performance across the full line of models including luxury sedans, SUVs, coupes, roadsters, convertibles & more.

## 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.