

XL Axiata Maximizes Contract Visibility and Drives Compliance with Contract Intelligence

Large telecom automates and integrates procurement contracts to fuel performance and compliance.



Contract Intelligence Objective

Drive consistency and visibility across contract processes through automation and integrations.

Solution Highlights

- 200,000 legacy contracts digitized and tagged for easy search
- 17 contract templates standardized and automated
- Integrations with SAP and Coupa drive efficiency and visibility
- Contract obligations proactively monitored to fulfillment

The Challenge

XL Axiata, a leading telecommunications company in Indonesia, handles a large volume of contracts associated with sourcing, lease & facility management, partnerships, and sales. However, inefficient management of these documents was holding the organization back.

XL Axiata lacked visibility into their contracts and the terms within them. The contracting and PO systems were not integrated, making it difficult for the company to manage the end-to-end procurement and finance process in a timely and compliant manner. This strained business relationships and, in some cases, resulted in irregularities in the workflow from procurement to contract, and contract to invoicing and payment.

XL Axiata needed to get a handle on its contracts, understand the terms within them, and deliver on the agreed-upon term.

The Solution

XL Axiata wanted an enterprise-wide contract management solution to ensure compliance while integrating with active business systems. It chose the Icertis Contract Intelligence platform for its ability to standardize and automate the contracting process, integrate with other enterprise systems such as ERP and CRM, and assign tasks and obligations to the appropriate teams.

While the project started in procurement, sales, partnership, and facility management were all key parts of the selection process. This put the telecom on a path to creating a single source of truth for all contracts in the organization.

Icertis' integration into XL's current systems decreased time spent on contract generation through the creation of a template and clause library. The integration with Coupa was critical in optimizing the sourcing process, helping XL with spend governance by tracking obligations, and ensuring all contractual terms were fulfilled.

The Results

To date, XL Axiata has digitized 200,000 contracts within Icertis with full visibility into each. The company has standardized 17 templates and automated critical contracting processes.

Icertis integrations into business systems have increased visibility enterprise-wide, allowing the appropriate business units to monitor contractual obligations and to take action when necessary.

“Icertis has helped us automate and standardize our contracting process, allowing us to improve visibility into our contracts and ensure compliance in our partnership and supplier relationships. The integrations with SAP and Coupa have been critical in streamlining our processes and maximizing the value of our contract data now and into the future.”

Yudha Dewangga Kusuma
VP Legal, Contract Management,
XL Axiata



XL Axiata is a major mobile telecommunications company headquartered in Jakarta, Indonesia aiming to bring the world closer in a simple way.

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.