

# Meeting new business challenges through advanced contract management at BKK

## Introduction

BKK is an energy and infrastructure company with its origin and business in Western Norway. The BKK Group's main activities are production, distribution and transportation of electrical power, and development of fibre network.

- Owns and operates one of Norway's largest power grids, and has approx. 180.000 network customers.
- Owns and operates 32 hydropower plants with an annual average output of 6.7 TWh (incl. jointly owned Sima power plant).
- Owns and operates 3000 kilometres of fibre network in Western Norway.
- Builds and operates district heating networks in Bergen, Norway.
- Sells consultancy and entrepreneur services to the business market.

## Challenges

BKK is in a very busy period. Between now and 2020 they will invest considerably in both new and existing infrastructure across their region. This investment includes major purchases of goods and services, and will result in more employees to cover an additional 17,650 man-days of new work.

With BKK's substantial growth in activity and major investments, the Purchasing and Contracts department is feeling the pressure to increase productivity to meet the new challenges. As workload increases, the department is also facing the need to train new starts more effectively to ensure quality and avoid introducing more risk.

As a long term customer of the Contiki Enterprise Contract Management (Contiki ECM) solution portfolio, BKK fully understood the importance of managing contractual activity across their business.

When new market conditions significantly raised their investment plans they knew that the only way to effectively manage the additional activity would be to take full advantage of the advanced capabilities available to them to increase productivity, drive process standardisation and significantly reduce risk.

## The Solution

As a mature user of the Contiki ECM suite, BKK Purchasing & Contracts were already using templates and models to support their activities, but in light of these new business challenges and through conversations with Contiki ECM consultants they saw the need to streamline their processes and improve the way they work with contract templates, so they asked Contiki ECM consultants to help.

### SUCCESS FACTORS

- Exari's experience in template management and process improvement.
- Management's focus on potential savings and benefits related to template improvements.
- The employee's willingness to participate and take ownership of tasks.
- Contiki ECM functionality enabling advanced templates and models management.

BKK understood the importance of contract management early on and has been working with Exari since 1999. During that time, they have continued to invest in and implement new Contiki ECM functions and modules to cover the whole of their contractual process from strategy, sourcing, contract execution and through the full contract life cycle.

BKK currently have 35 professional users and many collaborators and stakeholders using the full Contiki Enterprise Contract Management suite: Contiki Contracts Workbench; Contiki Information Server; Contiki Collaboration Server; Contiki eSourcing; Contiki eContracting.

BKK lists the following main achievements and benefits with implementing Contiki ECM:

- Full overview of all contracts, including associated documents and metadata.
- Rationalized and streamlined procurement process for larger purchases.
- Electronic communication with suppliers in all stages of the source-to-contract and post-execution process.

*“There is a huge difference between then and now. It is a completely different world.”*

—Øystein Helle  
Purchasing Manager, BKK.

### **Benefits and outcome**

For new employees starting in BKK’s Purchasing and Contracts department, it is now a completely different reality compared to before the template project. Previously they would receive different answers and different training depending on whom they asked for help. This caused a lot of confusion and introduced lots of risk into the situation.

Purchasing Manager, Oystein Helle, explains that today’s situation for new employees is “here is the process; here are the templates and models”. It requires a minimum amount of assistance to get started and to be able to run sourcing processes on behalf of the Purchasing and Contracts department. “This would not have been possible before. There is a huge difference between then and now. It is a completely different world” – says Oystein Helle.

BKK is a long-term, highly experienced user of Contiki ECM but is still finding ways to leverage the platform to support new business scenarios. As with many of our customers they are on a voyage of increasing maturity and capability and we are there to support them whatever their ambitions.

### **ABOUT EXARI**

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Exari delivers the most complete Enterprise Contract Lifecycle Management platform, used every day by market-leading companies to understand all aspects of their contract ecosystem worldwide. With Exari, customers can reduce contract risk and improve operating efficiency with 100% Contract Certainty™.

