

# NTE Nord-Trøndelag Elektrisitetsverk

## Introduction

Nord-Trøndelag Elektrisitetsverk AS (NTE) is one of the country's largest energy utility companies, – both as a power producer, distributor and seller. The principal business services are within energy production, sales, and supply of electrical installations.

The latter years the business has been extended to also including broadband, wind power technologies, and international contractor services.

Daily there are procurement competitions carried out in Contiki ECM and the number of contracts stored in Contiki is closing up on 1000.

## Challenges

Before the introduction of Contiki ECM as NTE's central contract repository the contracts were stored with the help of more or less formal archiving solutions at different geographic locations. This gave us small opportunities for sharing of information and distribution of contract contents in our organization. In the same way the follow-up of contracts has been difficult and the value of the signed contracts have in some cases not had the full effect according to the intention.

Participation in the production of and development of contracts in various project teams were difficult with challenges linked to secure and efficient document exchange and version control. Implementing Contiki ECM in NTE resulted in a simpler and more rational contract production. The solution with different user interfaces for different user types makes both collaboration and sharing of documents easier. We have also established information sharing and collaboration around contract documents with the external contract party via the eContracting module.

In addition NTE has an extensive contracts portfolio on offers and execution of principal contracts for various customers. Contiki ECM is arranged for becoming an important tool also for such projects where one can handle the sales contracts towards the main contractors, as well as having several purchasing contracts of material, sub-contracts and other services organized in one and only project. With Contiki ECM, NTE can get a better overview of the collectively financial risk and the status of projects as a part of the regular enterprise reporting.

Radical changes which the implementation of a contract lifecycle management tool like Contiki ECM entails is a challenge for the established culture in some companies. So also in NTE. Consequently it has been a challenge to get the full effect from day one. With good support from Contiki ECM team we have run short best practice teaching sessions in the system on different user levels, and with a refresher course 2-3 months after the implementation for those who wanted it. This has resulted in a positive development in the usage of the system. Using Contiki ECM in the contract processes is defined as a requirement in the quality system of NTE.

## The Solution

NTE's businesses are subject to different legal requirements, among others Lov om Offentlige Anskaffelser / Forsyningsforskriften. Using Contiki ECM in the contract processes contributes to quality assurance of the process and documentation of the contracts in accordance to the demands in the regulations.

Use of standardized contract templates and packages, reuse of information, search for and lookup of contracts as well as better governance of the complete contract portfolio are important spin-off effects which make the contract and procurement process in NTE more efficient. In addition Contiki ECM gives the opportunity to easy sharing of experiences and up-to-date reporting on the various suppliers / customers. Such sharing of information is often crucial in the development of strategic supplier and customer relationships.

By implementing Contiki solution, NTE made a strategic decision which the organization has high expectations to. The product stands out as the most complete and userfriendly system in the market. NTE thinks that choosing Contiki solution is the right choice for the future, with competence, desire and strength to develop the solution further in accordance to emerging needs and demands from the market.

The feedback from the suppliers is all in all very positive, as they find the solution to be professional and well organized in the way competitions are carried out.

NTE works actively together with Exari in prioritizing new functionality and improving the product further. This means that NTE contributes with good advice and willingness to serve as a pilot for new solutions in early stages, gladly also in a demo environment. This is prioritized work by NTE, which on a longer term will give positive effects for NTE as a customer / user and for Contiki ECM as a system and vendor.

There is still room for improvements of the system, and this is being discussed and prioritized together with other users in the yearly user forum. This is an arena for professional feedback about the system, and the user forum is also an opportunity to establish contact and experience sharing across industries, says Morten Minsaas.

*“With the introduction of Contiki ECM we have not only gained the full overview of the enterprise’s entire contract exposure, but also an effective collaboration and process steering tool for the entire procurement and contracting process. This is something that strongly contributes to qualitative and process wise improvement.”*

–Morten Minsaas  
*Director of Procurement and Logistic*

### **Benefits and outcome**

- One archive for all contracts, full overview of the enterprise’s entire contract exposure, also on a project level.
- One electronic tool for carrying out competitions and contract management. Faster and better execution of demanding request / bidding processes.
- One process tool for electronic collaboration internally around documents and agreements, sharing with colleagues.
- One process tool for electronic collaboration externally with potential and existing suppliers.
- Full version control on all documents.
- Reminders on all important dates and milestones.
- All background information such as emails, drafts, involved persons, etc. is stored on “contract”.
- Automation with among others templates, models and merge fields.
- Contract models (with all relevant documents placed in the correct folders) which automates and contributes to higher quality in the production.

### **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™.

