Magic Quadrant for Contract Life Cycle Management

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> As organizations seek better regulatory compliance and faster authoring, negotiation and signoff cycle times, interest in contract life cycle management software is growing rapidly. This report will help applications and software engineering leaders select the most suitable enterprise CLM vendor.

This Magic Quadrant is related to other research:

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Market Definition/Description

Gartner defines contract life cycle management (CLM) software as an application that proactively manages contracts from the initiation stage through the award, compliance and renewal stages. In this context, a contract is any agreement or contractual document containing rights and obligations that affect an organization now or in the future (for example, a nondisclosure agreement).

A CLM software solution's core capabilities enable the user to:

- Request a contract

- Create a contract

- Manage the negotiation and approval workflow

- Store contracts

- Search contracts

- Conduct advanced analysis (e.g., automated contract review and risk scoring)

- Update or renew a contract

Magic Quadrant

Figure 1: Magic Quadrant for Contract Life Cycle Management

Source: Gartner (October 2022)

Vendor Strengths and Cautions

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Agiloft

Agiloft is a Leader in this Magic Quadrant. Its CLM solution has over 700 customers. Half of the company's end users are in the legal sector, with the remaining half split between procurement and sales. Agiloft's R&D and support staff are primarily located in the U.S. and Canada. Its clients are evenly split between small and midsize businesses (SMBs) and large enterprises. Its top three verticals are healthcare/life sciences, manufacturing and high tech. Agiloft leads the majority of its own implementations. Its product roadmap includes extending AI models for contract analysis, more advanced risk modeling and natural language (Q&A style) search.

Strengths

- **Support for large, decentralized organizations**: Agiloft has shown a strong ability to support customers that have multiple contract types across different business entities. For example, large universities that have medical practices, clinical trial labs, multiple colleges, business operations, etc., all with different contract types and stakeholders.

- **Flexible pricing model**: Agiloft offers multiple editions of its solution and a flexible pricing model that enables a client to start small and scale up over time. This is especially differentiating for customers that are unsure of their stakeholders' requirements.

- **Rapid growth and large R&D investment**: Agiloft has experienced high growth in the last year across many areas, including its customer base, leadership team and product integrations to improve internal collaboration and extend CLM into enterprise processes.

Cautions

- **Automated contract review and risk analysis**: While Agiloft's competition has either acquired or actively built out these more advanced features in the last year, Agiloft still has low levels of adoption for its AI capabilities. The vendor has signed agreements with leading AI solution providers to advance its AI capabilities in the fall of 2022.

- **Implementation partners**: Agiloft is in the process of shifting from a self-led to partner-led implementation strategy. However, its key partners sometimes do not yet have enough experience to deliver a seamless customer experience. Customer feedback includes unrealistic project scoping and limited expertise around new features.

- **Low-code customization has a higher learning curve than expected**: In the last year, customers have shared that Agiloft's high level of configurability via its low-code platform has increased the risk of overengineering the design and created a steep learning curve, extending the time necessary to implement the solution. Agiloft's customers would like more guidance on how to best balance using the out-of-the-box solution with extending it using the low-code platform.

CobbleStone Software

CobbleStone is a Challenger in this Magic Quadrant. It has over 1,000 customers. The largest proportion of its end users are in legal, followed by procurement. Its R&D and support staff are primarily located in the U.S. The majority of its clients are SMBs. CobbleStone's top three verticals are healthcare/life sciences, government and pharmaceuticals. CobbleStone leads the majority of its own implementations. Its product roadmap includes improving the user interface and adding further integrations to third-party solutions.

Strengths

- **Recent investments in R&D**: CobbleStone has accelerated its pace of innovation, delivering more advanced CLM capabilities such as online contract collaboration, intelligent search and automated contract risk analysis.

- **Flexibility**: CobbleStone's flexibility on licensing models and deployment options provides strong support for scalability, enabling customers to start and expand their use of its CLM solution based on their maturity. Customers can start with just a few users without compromising on the available product features, as would be the case with some solutions that are purpose-built for very small teams.

- **Global footprint**: CobbleStone has increased its global footprint of data centers to improve service and performance and meet data residency requirements in regions outside the U.S., including Asia/Pacific, EMEA and Canada.

Cautions

- **Support for large companies**: The majority of customers are SMBs with fewer than 1,000 employees. CobbleStone's solution may be a better fit for customers with less maturity or complexity.

- **Implementation resources**: CobbleStone primarily implements and supports its own solutions. While this provides deep product expertise, a lack of partners for implementation and support creates difficulty scaling, especially in regions outside the headquartered location.

- **Usability:** Customer feedback on CobbleStone's user experience, including the UI and usability of the solution, yields room for improvement. An improved user interface is expected in a 2022 release.

Conga

Conga is a Leader in this Magic Quadrant. Conga Contracts and Conga Contracts for Salesforce were not evaluated. Conga CLM has approximately 450 customers live on its current version. The largest proportion of its end users are in sales, followed by legal. Conga's R&D staff are primarily located in India. The majority of its customers are large enterprises with more than 10,000 employees. Its top three verticals are financial services, healthcare/life sciences and high tech. Conga leads the majority of its own implementations. Its product roadmap includes improving its document collaboration capabilities and enhancing its revenue life cycle platform.

Strengths

- **Sell-side contracting support:** Conga has strong support for sell-side contracting, integration into customer and revenue management processes, and those using Salesforce.

- **Advanced analytics:** Conga's acquisition of Contract Wrangler adds strong AI-based contract analytics capabilities to its product offering.

- **FedRAMP.** In the last year, Conga became FedRAMP Ready for Agency Authorization. This will expand support for U.S. federal government customers and contractors, as Conga's solution is one of only few in this Magic Quadrant to meet this criterion.

Cautions

- **Service and support:** Conga's customer experience receives mixed reviews. Customers cite challenges around stability, system errors and support resolution timeliness.

- **Implementations:** Gartner Peer Insights respondents rate Conga lower than its competitors for integration and deployment.

- **Procurement and legal support:** Conga has no prebuilt integrations with the most common procurement and legal software solutions. Through its use of the Force.com platform, the company enables customers to use (and tailor) any connector between Salesforce and third-party systems directly with Conga — rather than managing a proprietary CLM-specific adapter.

ContractPodAi

ContractPodAi is a Visionary in this Magic Quadrant. It has approximately 200 customers live on its current version of Cloud CLM. The largest proportion of its end users are in the legal sector. ContractPodAi's R&D and support staff are fairly evenly distributed between the U.S., U.K. and India. Its clients are typically large enterprises. Its top three verticals are manufacturing, retail and technology. ContractPodAi leads the majority of its own implementations. Its product roadmap includes new dashboards and interactive AI, the ability to override and guide AI to achieve more accurate results.

Strengths

- **Broader legal support:** In the last year ContractPodAi has completely relaunched its CLM solution, with a new user experience and enhanced legal workflows. Customers can now leverage prebuilt legal applications on the platform to support functions such as IP management and litigation.

- **Broad range of customers:** ContractPodAi has a mix of midsize to large enterprise customers, suggesting its ability to support customers of varied CLM maturity. Customers are able to start small and scale over time.

- **New functionality to accelerate adoption:** ContractPodAi has delivered rich features to support faster adoption with limited resources, such as a geographic contract map, individualized search views, playbooks, risk and obligation tracking capabilities.

Cautions

- **Customer retention:** ContractPodAi's customer retention rate is lower than those of the Leaders in this Magic Quadrant. Its customer base and new customer growth are also smaller than market leaders'.

- **Support model:** ContractPodAi's customer support has received mixed feedback from customers on the timeliness of issue resolution. Its support model lacks buy-up availability for deeper customer-specific support, and only offers customer support in four languages.

- **Stakeholders other than legal:** The future product roadmap for procurement- and sales-specific enhancements takes a back seat to legal requirements.

Coupa

Coupa is a Niche Player in this Magic Quadrant. It has approximately 400 customers live on the current version of its CLM solution. The largest proportion of its end users are in procurement, followed by legal. Coupa's R&D and support staff are primarily located in the U.S. Its client base has a good distribution across small, medium and large organizations. Its top three verticals are banking/securities, retail and manufacturing. Most of Coupa's implementations are led by implementation partners. Its product roadmap includes expanding its embedded process mining and community-based analytics to support contract negotiations.

Strengths

- **Broad source-to-pay footprint:** Coupa is known for its broad range of sourcing and procurement applications, including third-party risk and ESG applications. For Coupa clients that have already deployed the Business Spend Management platform, the CLM solution is a good fit to extend that.

- **Global support and service:** Coupa's support organization is spread across eight locations to provide 24/7 local support to any region in ten different languages. This includes a joint venture with Japan Cloud to specifically support clients in that country.

- **Ease of use:** Coupa acquired Exari CLM in 2019 and rebuilt the solution. CLM customers report that the most recent version of Coupa's CLM solution is easy to use and provides a similar user experience with Coupa's other procurement solutions. The contract request routing and workflow stand out as especially easy to use. This also holds true for the supplier interface.

Cautions

- **Automated contract review and analysis:** Today, Coupa relies on Coupa App Marketplace certified partner solutions to digitize third-party paper and match extracted metadata to clause libraries. This involves both the mass migration of legacy contracts during implementation and the ongoing review of inbound third-party paper.

- **Limited adoption of the more advanced newly launched features**: The Coupa CLM solution has been in a constant state of flux over the last two years as Coupa migrated the acquired Exari CLM solution to the native Coupa platform. This impacted consulting partners, current Exari customers and those that had started implementations during the time of the migration. This migration is now complete and new customers are now implemented on the newly rebuilt platform. The adoption of Coupa's new CLM Advanced product is still limited due to recency of the change.

- **Stand-alone CLM deployments are rare**: Coupa's strategy is to sell the broader source-to-pay suite where possible as part of its Coupa as a Platform strategy, and it does not actively position CLM as a stand-alone solution. This has been increasingly the case since Coupa rebuilt its CLM on the Coupa platform and began plans to sunset the acquired Exari CLM solution, which had previously often been sold on a stand-alone basis.

DocuSign

DocuSign is a Leader in this Magic Quadrant. It has approximately 1,200 customers using the latest version of its CLM solution. The largest proportion of its end users are in sales, with lower numbers in legal and procurement. DocuSign's R&D staff are primarily located in the U.S. Its customer base is fairly evenly split between midsize and large enterprises. Its top three verticals are high tech/business services, healthcare/life sciences and banking/securities. The majority of its CLM implementations are led by implementation partners. DocuSign's product roadmap includes Salesforce-specific integration and enhancements.

Strengths

- **AI and advanced contract analytics**: DocuSign's Insight (previously Seal Software) is one of the most mature contract review and analysis solutions on the market. This solution includes support for contract visibility/analysis, contract review and contract risk assessment.

- **Salesforce integration**: DocuSign is committed to the Salesforce ecosystem, and is investing (alongside the Salesforce product team) in building deeper integrations between CLM and Salesforce products. This goes beyond traditional CRM integrations. One example is integration with Slack, which enables contract collaboration (assigning tasks, sending risk scorecards and getting approvals) to take place within the Slack UI itself.

- **Innovation:** DocuSign (through DocuSign Ventures) has made significant investments into cutting-edge solutions outside the Seal acquisition. This includes investments into Clause.io, a smart contracts pioneer; BlackBoiler, an AI solution for contract markups; Pactum, a contract negotiation bot solution; and The Legal Tech Fund, a venture fund specializing in legal tech. These investments drive significant advantages in understanding and defining the future of CLM.

Cautions

- **New but unproven starter edition:** DocuSign has released a version of its CLM solution called Essentials, designed to be faster to implement and much less expensive. It is also built on the same codebase as the standard CLM product and designed to provide an upgrade path to that product. Adoption has been limited so far (relative to its more mature CLM offerings) and it is still in its early stages.

- **Obligations management:** DocuSign's ability to automatically identify and extract obligations to be monitored and then integrated with third-party solutions (ex. SAP Ariba) for compliance tracking is still a work in progress.

- **Deployment challenges:** Clients report challenges in deploying DocuSign CLM with more than one line-of-business application. Organizations looking to use DocuSign CLM with multiple line-of-business applications, or multiple instances, should proceed with caution.

Evisort

Evisort is a Visionary in this Magic Quadrant. Its Contract Intelligence Platform has approximately 150 customers. The largest proportion of its end users are in the legal sector, followed by procurement. Evisort's R&D and support staff are primarily located in the U.S. The majority of its clients are midsize and enterprise. Its top three verticals are financial services, healthcare/life sciences and high tech. Evisort leads its own implementations. Its product roadmap includes integration with Microsoft Teams, enhancing contract review and negotiation with standard language deviation detection, and risk playbooking.

Strengths

- **Automated contract ingestion and review:** Evisort's ability to quickly upload and centralize contracts in a single source of truth and automatically turn contracts into searchable data is its greatest strength. This includes helping users understand historical obligations and relationships, such as how contracts and documents relate to each other (parent-child, MSA-SOW, amendments), without any manual effort.

- **Ease of use, fast implementations:** Evisort's average implementation time is less than one month. Evisort is also willing to conduct proofs of concept (POCs) using the client's data. Its customers also report that it is very easy to use and get started quickly on.

- **Existing document repository support:** Evisort enables customers to create a single source of truth by integrating with existing document repositories like Box, SharePoint and Dropbox. Two-way synchronization is possible to keep existing filenames and folder structures and maintain access controls. This approach differs from other CLM vendors, which typically require contracts to be migrated into their system.

Cautions

- **Contract authoring:** Most of Evisort's clients use it to automate the ingestion of third-party paper and legacy contracts. It has contract authoring features like Microsoft Word integration, an in-platform authoring and redlining tool, templates and terms and conditions libraries, but these capabilities are immature.

- **Global presence:** The majority of Evisort's current clients are in the U.S. and Canada. Evisort has not built out any specific CLM features for other geographies. Support is only available in English.

- **Implementation partners:** Evisort is experiencing significant growth. In the past 12 months it has released eight major features. Approximately one-third of Evisort's total clients went live in 2021. To continue to scale and expand into more complex/end-to-end CLM deployments, Evisort will need well-trained and experienced implementation partners, but this is a work in progress.

GEP

GEP is a Challenger in this Magic Quadrant. Its GEP SMART CLM product has approximately 250 customers using the current version. The largest proportion of its users are in procurement. GEP's R&D and support staff are primarily located in the U.S., Europe and India. Its customers are almost all large, global organizations. Its top three verticals are oil and gas/energy, consumer packaged goods (CPG)/retail, and banking, financial services and insurance (BFSI). GEP leads all of its own CLM implementations. Its product roadmap includes support for billing and leasing contracts, both buy- and sell-side support, compliance management and CRM integration.

Strengths

- **Integration with procurement and supply chain modules**: GEP's CLM solution is an integrated part of its broader source-to-pay suite. GEP's solutions were all built from the ground up on a single codebase/platform, so native integration and cross-module usability are good.

- **Support for very large, global and complex organizations**: GEP offers broad, global customer support, including 24/7 coverage, support for more than 23 languages, and sales and consulting locations in all regions worldwide.

- **Level of R&D investment and new product enhancements**: GEP has a very large software engineering team (over 700 people) with a higher percentage of staff dedicated to the CLM product line than other procurement-specific vendors. This has led to significant enhancements over the last few years, including guided contract creation, collaborative authoring, compliance tracking and contractual risk analysis. GEP leverages its own native discussion forum capability to enable collaboration across internal and external stakeholders.

Cautions

- **Not the best fit for all organizations**: GEP's CLM is not typically deployed as a stand-alone product, though that option is available. Also, most of GEP's customers are very large (over 10,000 employees), and it is not well-suited to smaller companies. It is also not typically used outside procurement. Potential customers should keep these points in mind when evaluating the solution.

- **Contract authoring**: GEP's customers have shared that the adoption of GEP's contract authoring features, such as its Microsoft Word editor and redlining, is relatively limited; many customers use the solution as a centralized repository only. In this case, contract creation is typically achieved through bulk uploads from Microsoft Excel.

- **Service partnerships:** GEP has only recently established a service partner program, which is limited in comparison to other vendors evaluated in this Magic Quadrant. GEP supplements this program with its own service organization, although there may be some regions and industries with limited resources available.

Icertis

Icertis is a Leader in this Magic Quadrant. It has approximately 250 customers live on the current version of its CLM solution. It has an even mix of procurement and legal end users, and a smaller proportion of users in sales. Icertis' R&D and support staff are primarily located in India. The majority of its customers are large organizations. Its top three verticals are industrial (manufacturing, construction), technology and healthcare/life sciences. The majority of its implementations are partner-led. Icertis' product roadmap includes streamlining the implementation process with easier configuration and continuing to build out industry- or use-case-specific business applications.

Strengths

- **Broad contract types:** Icertis provides support for a broad category of contracts across procurement, sales, finance and other areas of legal and compliance. Icertis has also demonstrated market responsiveness and adaptability by developing "business apps" for clients that go beyond what a traditional CLM solution can do.

- **SAP integration:** Icertis Contract Intelligence for SAP Ariba and Icertis Contract Intelligence for SAP Customer Experience are SAP Endorsed Apps. SAP is also a part owner of Icertis, which has led to more significant investment into integration and joint development than one would expect of a traditional marketing/sales partnership.

- **Microsoft integration:** Icertis is a Microsoft partner, and its software is typically deployed on Azure infrastructure (with hybrid cloud options), which serves as a platform to enable its AI, blockchain services and cognitive search capability. Icertis also has a high level of Dynamics and Microsoft Office 365 integration, including online editing in Word and Teams collaboration.

Cautions

- **Implementations:** Some of Icertis' clients continue to report difficulties with implementation and upgrades, leading this to be listed as a caution for the second year running. While some challenges are to be expected considering the complexity of the problems the solution addresses, prospects are advised to closely review the assumptions made when scoping the implementation project to make sure the estimates are realistic.

- **Enterprise focus:** Given Icertis' current product fit, SMBs looking to adopt a CLM solution for a single use case should carefully evaluate Icertis for cost of ownership and ease of deployment. The Icertis platform is more suited for larger businesses or those seeking the benefit of an enterprisewide CLM deployment with multiple integrations. Clients with initially basic use cases are advised to consider what CLM capabilities they will need in the long term to determine what is required of them to sustain and expand their chosen solution.

- **Industry- and vertical-specific solutions:** Icertis has built preconfigured solutions intended to accelerate implementations for specific subverticals, such as healthcare payers and providers, medical technology, CPG and IT services. These are all useful extensions of the base product designed to support nuanced use cases, such as provider onboarding, sell-side medical device/CPQ integration, etc. However, since they are newly launched, clients should fully assess the solution coverage while planning their implementation projects.

Ironclad

Ironclad is a Challenger in this Magic Quadrant. It has over 900 customers with a fairly even mix of end users across legal, procurement and sales. Ironclad's R&D and support staff are located in the U.S. Most of its clients are mid-market and small enterprise. Its top three verticals are technology, communications/media and financial services. Ironclad leads almost all of its own implementations. Its product roadmap includes analytics to visualize workflow efficiencies and a better enabling self-service setup/implementation.

Strengths

- **Breadth of use cases and contract types:** Ironclad's largest customers span a diverse set of industries and contract types, which makes them well-suited for an enterprise-level deployment. Examples of the contract types supported include marketing and influencer agreements for a global cosmetics company, lease accounting and real estate agreements for a U.S. Major League Baseball team and high volumes of NDAs for a large financial services firm.

- **Peer community:** Ironclad is the only CLM provider that has a chief community officer, a position currently filled by the founder of Corporate Legal Operations Consortium (CLOC), a global community for legal operations experts to collaborate and set industry standards. Ironclad's own community has over 800 members and is supported through a digital library with hundreds of workflow templates, best practice FAQs and other customer-generated content. Having a strong peer community has many benefits, including faster implementations, higher levels of adoption and a well-vetted product roadmap.

- **Clickwrap/clickthrough agreement support:** Through its acquisition of PactSafe, Ironclad has added the ability to support high-volume, standardized agreements for software licensing, websites and other electronic media by presenting the terms and conditions followed by an "I agree" checkbox. This same model can potentially be applied to digitally capture acceptance of a wide range of other agreements, like contract renewals or NDAs, providing a streamlined user experience. It is also a useful tool to adjust terms quickly en masse when requirements change, or, in litigation, to show a full audit trail of the agreement being accepted (including screenshots).

Cautions

- **Global presence:** Practically all of Ironclad's customers and support/service staff are in the U.S. Ironclad has been slowly building up a presence outside the U.S. (starting with the U.K. and Australia), but potential EMEA and Asia/Pacific clients should closely review whether the solution and service will meet their localized support needs.

- **Reporting and analytics:** Ironclad customers have shared that the solution's dashboards, reporting and analytics capabilities still have room to improve. Because of these limitations, clients have to export the data out into a third-party BI solution to really work with it. This process can be manual and time-consuming (or worse, require Ironclad's assistance). Limitations were also reported in more advanced analytics, starting with the upload of legacy contracts not extracting the key data elements as easily as hoped. More advanced capabilities, like AI-powered contract intake, risk scoring and smart negotiation, are also still immature.

- **Government and public sector support:** Ironclad does not natively support the nuances of government contracting. Public sector and government clients are not currently a priority vertical for Ironclad. It has no plans to become ITAR or FedRAMP certified.

Ivalua

Ivalua is a Niche Player in this Magic Quadrant. It has approximately 20 customers live on the current version of its CLM solution, and over 200 on all versions. Ivalua Contract Management is primarily a procurement/buy-side solution. Ivalua's R&D is primarily located in France and the United States, with support staff in EMEA, North America, and Asia. Its clients tend to be enterprises with more than $1 billion in annual revenue, in the manufacturing, financial services and public sectors. The majority of its implementations are carried out by partners. Ivalua's product roadmap includes AI services for metadata extraction and risk scoring and "assisted authorizing" — real-time AI-based guidance to help the end-user review clause deviations and evaluate risks.

Strengths

- **Flexible deployment models**: Ivalua offers a wide variety of deployment models, including on-premises, private cloud and public cloud, as well as a govcloud. It has FedRAMP Ready status and is making progress toward full authorization, plus listing on the FedRAMP Marketplace.

- **Ability to start small and ramp over time**: In addition to flexible deployment models, Ivalua also offers a low-cost "Jump Start" program that comes with just a contract repository module. For procurement teams that just need a basic repository solution to start with, at a reasonable price, this can be a better option than a full-featured CLM solution.

- **Suite integration**: Ivalua's entire platform is built on a single codebase and unified data model, so organizations looking to extend their CLM can achieve a consistent user experience with good visibility across contracts, spending and supplier data.

Cautions

- **Slow adoption of newest CLM version**: Most of Ivalua's existing customers are not yet on the latest version of the CLM as Ivalua has releases every few months and customers choose when to upgrade. The release added new and advanced functionality focused on the overall user experience, the ability to do collaborative authoring within Microsoft Word and AI to auto-extract key terms. However, it has yet to be proven across a wide range of customers.

- **Upgrade methodology**: Ivalua clients report challenges with upgrades, such as incomplete documentation, a steep learning curve, turnover on support teams, etc. though Ivalua has reportedly invested heavily in the past year to improve the upgrade experience for customers.

- **R&D spend:** Ivalua's CLM-specific R&D is lower than the other vendors in this Magic Quadrant.

JAGGAER

JAGGAER is a Challenger in this Magic Quadrant. It has approximately 375 clients live on the current version of its CLM solution, and over 700 across all versions. It is primarily used as a procurement/buy-side solution. JAGGAER's R&D and support staff are primarily located in the U.S. Its CLM customer base includes a fairly even distribution of small, midsize and large organizations. Its top three industries are education, manufacturing and utilities. JAGGAER's implementations are evenly split between being run by JAGGAER itself and by partners. JAGGAER's product roadmap includes integrating its DocSkiff acquisition and major UI enhancements.

Strengths

- **Competitive pricing:** A large number of JAGGAER's clients are SMBs with fewer than 1,000 employees. In addition, Gartner's research shows that JAGGAER's products tend to be less expensive than those of other source-to-pay vendors that include CLM functionality, making JAGGAER more suitable for SMBs. It is also one of the few procurement-specific vendors whose clients have regularly deployed the CLM solution on a stand-alone basis.

- **Advanced contract review and analysis:** Following its 2022 acquisition of DocSkiff, JAGGAER now has optical character recognition (OCR), metadata and clause extraction, clause variance, semantic searching, document comparison and risk analysis capabilities. These capabilities differentiate JAGGAER from other procurement-specific vendors in the space.

- **Solid integration with the sourcing solution:** Contract templates from JAGGAER's CLM module can be pulled into an RFP in the sourcing module for negotiation of terms before awarding a sourcing event. Sourcing event data can automatically populate contract templates for the winning bidders for the purpose of contract creation. Customers can meter purchasing against contracted agreements with measurable/milestone deliverables and track budgets against a contract.

Cautions

- **User experience:** Feedback on JAGGAER's user experience has been mixed. For example, early versions of the elastic search do not always work as expected, the contract creation process can be very manual and Microsoft Word integration is not always seamless. Finally, restricting access to specific elements of a contract can be difficult to set up.

- **Geographic strategy:** JAGGAER's international presence, as measured by office locations, data center locations and support offices, trails its procurement competitors in this Magic Quadrant, with operations focused heavily in North America and Western Europe.

- **Full life cycle adoption:** While JAGGAER supports the entire contract life cycle management process, a large percentage of its customers still only use it as a postsignature repository.

Legal Suite

Legal Suite is a Niche Player in this Magic Quadrant. It has approximately 350 customers live on the current version of its CLM solution, GaLexy. The vast majority of its end users are in the legal sector, with a small proportion in procurement. Legal Suite's R&D and support staff are primarily located in France and Canada. The majority of its customers have more than 10,000 employees. Its top three verticals are banking/insurance, industry and retail. Legal Suite leads almost all of its own implementations. Its product roadmap includes Microsoft Word integration and enhancements to its self-service portal.

Strengths

- **Legal Suite functionality:** GaLexy is a full legal suite that not only provides CLM capabilities, but also supports use cases such as eBilling and matter management for corporate legal and practice management functionality for law firms. Organizations looking to modernize their corporate legal workflows, including contracts, may find this single-suite solution of interest.

- **Arabic (right-to-left) language support:** GaLexy is one of few vendors to support Arabic, which is one of many right-to-left (R2L) languages. R2L localization is more difficult than European language localization, which is left-to-right. This will be of strong interest to organizations needing to support Arabic and other R2L languages.

- **Value-added services:** Legal Suite will provide ongoing support for the creation of the intake form, self-service templates, KPIs and reports. Many vendors in this Magic Quadrant provide support only during implementation.

Cautions

- **Limited procurement support:** Legal Suite is primarily focused on the corporate legal team. Organizations looking for procurement-related functionality, such as discount tracking, will need to rely on a supplier management or similar solution for those capabilities.

- **Basic clause library support:** While GaLexy does provide the definitions of templates through Microsoft Word, content from a clause library is accessed using an ordered list view of sections. Prospective clients should carefully review this approach to clause libraries.

- **Lack of contract analytics:** Legal Suite's AI is currently limited to OCR and natural language processing extraction. Organizations looking to provide advanced contract analytics will need to consider an add-on module. The AI will also need to support the primary language, which is often French.

Oracle

Oracle is a Challenger in this Magic Quadrant. Gartner estimates that it has over 500 customers using its cloud-based CLM solution, Oracle Procurement Contracts Cloud. The solution is part of the Oracle Fusion Cloud Procurement suite of business solutions, but it can also be purchased separately. Oracle's operations are geographically diversified, and its clients tend to be midsize and large enterprises from many industries and countries. Its product roadmap focuses on expanding business process integration, improving analytics and enhancing the persona-based user experience.

Oracle did not fully respond to requests for supplemental information for this Magic Quadrant. Oracle provided a high-level product briefing, but did not respond to the vendor questionnaire or provide recorded demos. Gartner's analysis is therefore based on other credible sources, including past product demos and Gartner client inquiry calls.

Strengths

- **Ability to execute globally:** Oracle has global data centers, a wide range of implementation partners and a customer service presence in all major regions of the world. It is well-suited to large enterprises and those needing multiregional implementations and multicurrency and multilanguage support.

- **Native procurement and sales integration:** The same Oracle Procurement Contracts Cloud solution is embedded in both the Oracle Fusion Cloud Procurement and Oracle Sales solution sets, which helps provide a broad range of contract type support. The CLM solution can be, and has been, deployed on a stand-alone basis as well.

- **Strong momentum**: Over the past few years, adoption of Oracle's Fusion Cloud ERP and the Oracle Fusion Cloud Procurement product has grown significantly. The CLM product is more streamlined and easier to implement than the contracting module in Oracle E-Business Suite, so customers that have not reviewed Oracle's CLM solution in a few years should revisit it.

Cautions

- **Migration path from existing Oracle solutions**: For customers currently using the Oracle E-Business Suite (EBS) CLM module, the Soar program enables them to transition to the cloud, but it is not frequently used. Most of Oracle's CLM customers on Fusion are new. There is also limited integration between EBS and Oracle Fusion Cloud Procurement, so running a hybrid environment with select modules from each to ease the transition is not always feasible. Existing EBS customers are advised to treat the Fusion CLM implementation as a new project and not an upgrade, using it as an opportunity to remove any past customizations and simplify the approach.

- **Difficulty of stand-alone deployment**: Although Oracle's CLM solution can be deployed separately from the broader cloud ERP suite, it is not always practical to do so, given its dependencies on other Oracle modules. This can make the implementation cost higher than that of a typical stand-alone CLM solution.

- **Automated contract review**: Oracle typically relies on partners for automated contract review and analysis. Its native contract digitization, optical character recognition and metadata extraction capabilities remain immature.

SAP Ariba

SAP Ariba is a Niche Player in this Magic Quadrant. Gartner estimates that SAP has over 1,400 CLM customers, which primarily use its software for buy-side contracting. SAP Ariba's operations are globally distributed. Its clients tend to be midsize and large enterprises from many industries and countries. SAP's overall product direction focuses on introducing a single integrated platform, incorporating Ariba, Fieldglass and S/4HANA, to support all spending.

SAP Ariba did not respond to requests for supplemental information for this Magic Quadrant. Gartner's analysis is therefore based on other credible sources, including past product demos and Gartner client inquiry calls.

Strengths

- **Market responsiveness via the Icertis partnership:** SAP has built a strategic partnership with Icertis, a Leader in this Magic Quadrant. The two companies have released certified integration between the two solutions. SAP also made a financial investment in Icertis and has committed to building out additional integration going forward.

- **Global breadth:** SAP Ariba has comprehensive language coverage to meet support requirements across 80% of the world's countries. Local language support is available in 24 languages and multiple time zones.

- **Brand awareness:** SAP Ariba's offering is the most common procurement-specific CLM solution that Gartner clients ask about. It is also the most common solution for procurement organizations to want to compare stand-alone CLM solutions against, weighing the benefits of having a single/integrated procurement suite versus a fully featured stand-alone solution.

Cautions

- **Customer experience:** During Gartner client inquiry calls, SAP Ariba CLM customers consistently report challenges, ranging from new releases not delivering promised functionality to frustration about the time it takes for SAP Ariba to address product defects.

- **Limited adoption of presignature functionality:** SAP Ariba CLM customers find the authoring features difficult to set up and use. Although the tool supports the full contract life cycle, many customers use it only as a postsignature repository, conducting authoring outside the solution.

- **Limited internal collaboration features:** SAP's approach to improving internal collaboration includes embedded support for in-app chat sessions, which can be continued via email. More advanced collaboration features via other platforms (e.g., Teams and Zoom) are not yet available as embedded capabilities.

Scanmarket

Scanmarket, having entered this market by acquiring Symfact in October 2021, is a Niche Player in this Magic Quadrant. It has approximately 200 clients live on the current version of its CLM and 350 overall. Its R&D and support staff are primarily located in Switzerland. Scanmarket has a fairly even distribution of end users in legal, procurement and sales, and a high proportion of its customers are SMBs. Its top three verticals are manufacturing, wholesale trade and banking/securities. Scanmarket leads all of its own implementations. Its product roadmap includes third-party risk integration and additional authoring/collaboration features.

Strengths

■   **Corporate legal focus**: Symfact has a strong focus on the legal market with intellectual property and legal matter management solutions, while Scanmarket is heavily focused on procurement. As such, the product currently supports a broad set of features for both of these user communities.

■   **European support**: Scanmarket offers strong support for European customers. Its clients are predominantly based in DACH (Germany, Austria and Switzerland), and its solution offers language support for French, Italian, German, Spanish, Danish and English.

■   **Strong access controls**: The Scanmarket platform has flexible role-based security tied to a specific organization, with overrides enabled at the specific contract and data element level. Each role is defined to have read, write and delete privileges that can be controlled by contract type, project, entity or another object, as well as the data on the various screens. Report content is also fully controlled by the user's security profile.

Cautions

■   **Lack of contract analytics**: Scanmarket does not have its own AI engine, and instead relies on third-party AI from vendors like Cortical and Parashift. Organizations wanting contract analytics will need to look for a third-party solution that will work with Scanmarket.

■   **Limited functionality:** Scanmarket lags behind other vendors in its R&D. Common functionality like email alerts, alternative clauses and contract analytics are still evolving. Organizations considering the platform should choose the tool based on its current functionality.

- **Overall viability:** Scanmarket has a relatively low level of brand awareness, and the acquired Symfact CLM had been growing at a much slower pace than other solutions in the market prior to the acquisition. Organizations considering Scanmarket should closely evaluate the company's financials.

SirionLabs

SirionLabs is a Leader in this Magic Quadrant. It has approximately 260 CLM customers. The largest proportion of its end users are in procurement, followed by legal and sales. SirionLabs' R&D and support staff are mainly located in India. The majority of its customers are large organizations. Its top three verticals are communications/media, manufacturing and banking/securities. SirionLabs' implementations are evenly split between being led by the vendor itself and by partners. Its product roadmap includes releasing a low-code development platform and industry-specific apps (e.g., GovCon).

Strengths

- **Full life cycle support:** SirionLabs started as a postsignature contract compliance solution (where it remains strong), but has grown successfully into a leading fully featured CLM solution. This is evidenced by it having received the highest score in our Critical Capabilities for Contract Life Cycle Management report for the full life cycle use case. SirionLabs also scored in the top 25% of all vendors across all use cases evaluated in the Critical Capabilities research.

- **Customer support and service:** SirionLabs' customers consistently report extremely high levels of customer service spanning sales, implementation and ongoing support. It also has an "early warning system" identifying potential adoption challenges and reaching out to help customers proactively, as opposed to just reacting to their bug reports and enhancement requests.

- **R&D investments and innovation:** SirionLabs has received significant private equity funding in the past three years, and has used it to help scale up its development, quality assurance and test automation abilities. This has helped SirionLabs reduce its average implementation time by almost 50% over the last year and deploy the solution "out of the box" the majority of the time. Previously, customization or heavy configuration had been necessary to meet customer requirements.

Cautions

- **CRM integration for sell-side support:** SirionLabs' integrations with common CRM solutions from vendors like Salesforce and Microsoft are still work in progress, with limited user adoption to date compared to its buy-side support.

- **Integrated risk management**: SirionLabs is one of the first CLM vendors on the market to incorporate a third-party risk management (TPRM) solution. This offers the ability, when generating a new contract, to show similar contracts and common issues and disputes with a counterparty. Over time, this solution will provide a more in-depth contextual risk score, updated as language in the contract changes. It will also pull external risk data into a consolidated view. However, this functionality is still new and immature, so use caution when deploying.

- **Implementation partners**: SirionLabs is still building up and training its implementation partners. Its primary partners have yet to deliver a critical mass of projects, and clients often report challenges, especially when it comes to change management and providing legal best practice expertise in the context of CLM solution configuration and design.

Zycus

Zycus is a Visionary in this Magic Quadrant. It has approximately 215 customers on the current version of its CLM solution. The solution is primarily used by procurement teams. Zycus' R&D and support staff are primarily located in India. Its clients tend to be large global enterprises in manufacturing, insurance and retail. Zycus leads the majority of its own implementations. Its product roadmap includes moving into enterprise-level CLM support across all contract types and AI-driven obligation management.

Strengths

- **Global support**: In addition to its core markets (North America and Europe), Zycus also has strong partnerships in Asia and Australia that make it a viable option for customers who demand a local option in those regions. It also has a flexible UI that enables customers to override the standard UI with regional/local terminology.

- **AI solutions**: Zycus has developed a suite of AI capabilities (Merlin) to enhance the customer experience and automation across the CLM process. These products help Zycus' clients identify and assess contract risks, extract and apply metadata tags, identify force majeure and maximize rebates.

- **Analytics and reporting**: Zycus has extensive analytics capabilities to provide customers with business insights across its integrated source-to-pay suite. This has helped Zycus respond quickly to market needs.

Cautions

- **Vertical/industry strategy:** Zycus remains one of the few vendors in the market that intentionally deploys a horizontal platform approach. It does not offer industry-specific configurations or add-ons.

- **Implementation complexity:** Zycus' configuration and setup process can be complex and time-consuming. Customers have identified the tasks involved in setting up workflow rules and the scanning and metadata tagging of legacy contracts as particularly challenging.

- **Sell-side support:** Zycus' support for sales and legal users is limited. Its Salesforce CRM integration is new and unproven. Its ability to track and manage obligations centrally is also fairly limited. Zycus claims an aggressive product roadmap to expand into enterprise-level CLM support, which includes migration of sell-side clients and features after its merger with Enterprise CLM player Ultria, formerly a group company of Zycus.

Vendors Added and Dropped

We review and adjust our inclusion criteria for Magic Quadrants as markets change. As a result of these adjustments, the mix of vendors in any Magic Quadrant may change over time. A vendor's appearance in a Magic Quadrant one year and not the next does not necessarily indicate that we have changed our opinion of that vendor. It may be a reflection of a change in the market and, therefore, changed evaluation criteria, or of a change of focus by that vendor.

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Added

The following vendors, which did not qualify for the previous edition of this Magic Quadrant, met the present edition's requirements:

- Coupa

- Evisort

- Ironclad

- Legal Suite

Dropped

- Synertrade

Inclusion and Exclusion Criteria

To qualify for inclusion in this Magic Quadrant, a vendor had to meet all of the following criteria:

- At least 150 CLM customers live on a single CLM solution as of 1 November 2021. The customers must meet the following criteria:

  - At least 15% of current customers have an annual revenue of $1 billion or greater.

  - At least 25% of current customers pay more than $50,000 per year for the software subscription fee.

- More than $10 million in revenue exclusively from CLM software (excluding professional services) in 2020 or 2021. CLM software revenue includes the combination of software license and SaaS subscription revenue for a calendar year. For multiyear SaaS contracts, only the contract value for the first 12 months was used for this calculation.

- The CLM product is available for purchase on a stand-alone basis, separately from other applications.

- CLM customers can use the solution to manage multiple types of contracts, e.g., both supplier contracts and customer contracts.

- CLM customers can use the product to manage all phases of the contract life cycle. This includes authoring, redlining, approval workflows, e-signature and native reporting for ongoing compliance monitoring.

Evaluation Criteria

Ability to Execute

Gartner appraises a vendor's Ability to Execute by evaluating its products, services, viability and overall customer experience. Ultimately, a vendor's Ability to Execute is judged by its ability to keep its promises and its success in doing so.

To reflect this, the Magic Quadrant assigns "high" weightings to the product or service and customer experience criteria.

The criteria for overall viability, sales execution/pricing and operations each have a "medium" weighting. This reflects the need for vendors to ensure they have sufficient funding and growth to continue to develop, improve and support products.

The market responsiveness/record and marketing execution criteria have "low" weightings. Although it is important for vendors to remain competitive, marketing effectiveness has less of an impact on their Ability to Execute than the other criteria.

Table 1: Ability to Execute Evaluation Criteria

Evaluation Criteria ↓	Weighting ↓
Product or Service	High
Overall Viability	Medium
Sales Execution/Pricing	Medium
Market Responsiveness/Record	Low
Marketing Execution	Low
Customer Experience	High
Operations	Medium

Source: Gartner (October 2022)

Completeness of Vision

Gartner also evaluates vendors' ability to grasp current and future market and technology trends, customer needs and competitive forces — their Completeness of Vision. Ultimately, vendors are assessed on their understanding of how market forces can be exploited to create opportunities for growth. This is a qualitative assessment based on Gartner's interactions with end users and consequent understanding of the market.

As the CLM market matures, market understanding and innovation are becoming more important for vendors to continue to deliver value to customers. Hence, these two criteria have "high" weightings.

The offering (product) strategy and geographic strategy criteria each have a "medium" weighting. Product strategy and geographic strategy are important if a vendor is to serve a global market, as they enable vendors to provide individual clients with the right mix of in-house capabilities and partners.

The marketing strategy, sales strategy, business model and vertical/industry strategy criteria all have "low" weightings. Although marketing strategy and sales strategy are an important aspect of a vendor's overall vision, Gartner believes that proven innovation is a better indicator of vision. In terms of business model, most CLM vendors take a similar approach, which is why this criterion is rated low.

Table 2: Completeness of Vision Evaluation Criteria

Evaluation Criteria ↓	Weighting ↓
Market Understanding	High
Marketing Strategy	Low
Sales Strategy	Low
Offering (Product) Strategy	Medium
Business Model	Low
Vertical/Industry Strategy	Low
Innovation	High
Geographic Strategy	Medium

Source: Gartner (October 2022)

Quadrant Descriptions

Leaders

Leaders are in the strongest position to influence the market's growth and direction. They demonstrate a market-defining vision for how CLM technology can help companies achieve the business objectives of managing compliance and reducing process bottlenecks. Leaders can execute against that vision through products and services, and have demonstrated business results in the form of revenue and earnings. They excel in their combination of market understanding, innovation, product features and functions, and overall viability.

While maintaining a well-established base of long-term customers, Leaders show a consistent ability to win new deals with successful implementations. They have customers in the largest number of geographic regions, cover a wide variety of industries and serve customer organizations of a range of sizes.

Leaders are often the vendors that other providers measure themselves against.

Challengers

Challengers have established presence, credibility and viability, and have demonstrated the ability to meet customers' expectations in terms of functionality and customer experience. Challengers may have a good vision for technology, but may not have fully won over business stakeholders and IT executives.

Challengers are well-placed to succeed in this market. However, they may not demonstrate thought leadership or innovation to the same degree as Leaders. They may be a good choice for organizations that value execution over vision and leading-edge functionality.

Visionaries

Visionaries are ahead of most competitors in terms of delivering innovative products and/or delivery models. They are sometimes smaller vendors or newer entrants that embody trends that are shaping, or will shape, the CLM market. Visionaries have a strong vision and roadmap, which brings innovation and strong functionality to their platforms.

Visionaries may be a good choice for organizations that want an opportunity to skip a generation of technology. They may offer a competitive advantage or a chance to influence their product roadmap. They might be acquired or face a challenge to increase their market share. However, as these vendors mature and prove their Ability to Execute, they may become Leaders.

Niche Players

Niche Players may offer compelling CLM solutions, but they often lack cross-industry adoption, some functional components and consistent implementation track records.

Niche Players can often offer the best solutions to meet the needs of particular organizations, considering the price-to-value ratio of their solutions. These vendors may win deals in specific regions or industries. However, they are not consistently winning new business across multiple regions or industries at the same pace as vendors in the other quadrants.

Some Niche Players demonstrate a degree of vision that suggests they might become Visionaries, but they may struggle to make this vision compelling. They may also struggle to develop a track record of continual innovation. Other Niche Players may have the opportunity to become Challengers if they continue to develop products with a view to improving their overall execution.

Context

The CLM market is large, with more than 200 vendors. Merger and acquisition activity is increasing, as vendors seek to add CLM capabilities to their cloud-delivered suites of services in order to meet customer organizations' growing aspirations. The increased scope of solutions, plus the increased adoption this enables, will boost the CLM market.

As an applications and software engineering leader responsible for contract management initiatives, you should:

■ Develop a multifunctional team to agree on the desired functionality, workflows and system integrations when looking for a CLM solution. This approach increases the likelihood of a successful vendor selection and an implementation with a high level of user adoption. A comprehensive CLM system can address different process steps, such as capturing data, authoring text and tracking changes, as well as negotiating, approving, signing and analyzing contract content.

- Acknowledge that adopting CLM does not demand an all-or-nothing approach. CLM can be adopted at a departmental level (for procurement or sales, for example) as an organization matures its processes. Satisfying an organization's needs does not even necessarily require a single CLM system, although this is the trend for most organizations as they mature. The most progressive approach to CLM is to adopt it as part of an enterprisewide strategy that considers the interdependencies among contracts, business processes, operational and financial results, and that indicates a high level of maturity.

- Pay close attention to CLM vendors' growth and financial viability when selecting or renewing contracts. There are a large number of vendors in this space, and market consolidation is escalating. Talk to Gartner if a CLM solution you are using or considering is being acquired by another vendor.

- Evaluate CLM solutions from strategic sourcing application suite vendors when seeking a solution purely for buy-side (supplier) contract management. Also consider these vendors if integration with e-sourcing, supplier base management and/or P2P tools is a priority.

- Evaluate CLM solutions that integrate with CRM or configure, price, quote (CPQ) suites when seeking a CLM solution purely for sell-side (customer) contract management.

- Evaluate CLM solutions that integrate with enterprise legal management suites when prioritizing a solution for the legal department.

Market Overview

CLM appeals to companies of all sizes in all industries. Implementing it can lead to significant improvements in revenue management, cost savings and efficiency. Understanding and automating CLM can also limit an organization's liability and increase its compliance with legal requirements.

Organizations without CLM struggle to manage their contracts effectively. The risks associated with poor contract management include overlooked penalties, lost revenue, damaged brands and lost savings. Even poor contract administration can lead to lost contracts, unexpected renewals and expirations, and hidden clauses that leave an organization open to liabilities. It is common for business stakeholders to spend significant time determining which terms and pricing arrangements are current when no CLM solution is in place.

There are many benefits to mature enterprise CLM processes. Common benefits include increased governance over what is signed, when and by whom, and the protection of knowing that the correct contract terms are live. Such processes also provide deeper insights across all contractual agreements by analyzing content, conditions and risk.

Evidence

The information used to create the inclusion criteria, market definition and vendor evaluations in this Magic Quadrant came from many sources, including:

- The authors' interactions with thousands of end-user clients regarding their CLM initiatives.

- Verified customer feedback posted on Gartner's Peer Insights platform.

- A series of briefings with and demonstrations by the vendors included in this Magic Quadrant.

- Analysis of survey responses completed by the participating vendors.

Evaluation Criteria Definitions

Ability to Execute

Product/Service: Core goods and services offered by the vendor for the defined market. This includes current product/service capabilities, quality, feature sets, skills and so on, whether offered natively or through OEM agreements/partnerships as defined in the market definition and detailed in the subcriteria.

Overall Viability: Viability includes an assessment of the overall organization's financial health, the financial and practical success of the business unit, and the likelihood that the individual business unit will continue investing in the product, will continue offering the product and will advance the state of the art within the organization's portfolio of products.

Sales Execution/Pricing: The vendor's capabilities in all presales activities and the structure that supports them. This includes deal management, pricing and negotiation, presales support, and the overall effectiveness of the sales channel.

Market Responsiveness/Record: Ability to respond, change direction, be flexible and achieve competitive success as opportunities develop, competitors act, customer needs evolve and market dynamics change. This criterion also considers the vendor's history of responsiveness.

Marketing Execution: The clarity, quality, creativity and efficacy of programs designed to deliver the organization's message to influence the market, promote the brand and business, increase awareness of the products, and establish a positive identification with the product/brand and organization in the minds of buyers. This "mind share" can be driven by a combination of publicity, promotional initiatives, thought leadership, word of mouth and sales activities.

Customer Experience: Relationships, products and services/programs that enable clients to be successful with the products evaluated. Specifically, this includes the ways customers receive technical support or account support. This can also include ancillary tools, customer support programs (and the quality thereof), availability of user groups, service-level agreements and so on.

Operations: The ability of the organization to meet its goals and commitments. Factors include the quality of the organizational structure, including skills, experiences, programs, systems and other vehicles that enable the organization to operate effectively and efficiently on an ongoing basis.

Completeness of Vision

Market Understanding: Ability of the vendor to understand buyers' wants and needs and to translate those into products and services. Vendors that show the highest degree of vision listen to and understand buyers' wants and needs, and can shape or enhance those with their added vision.

Marketing Strategy: A clear, differentiated set of messages consistently communicated throughout the organization and externalized through the website, advertising, customer programs and positioning statements.

Sales Strategy: The strategy for selling products that uses the appropriate network of direct and indirect sales, marketing, service, and communication affiliates that extend the scope and depth of market reach, skills, expertise, technologies, services and the customer base.

Offering (Product) Strategy: The vendor's approach to product development and delivery that emphasizes differentiation, functionality, methodology and feature sets as they map to current and future requirements.

Business Model: The soundness and logic of the vendor's underlying business proposition.

Vertical/Industry Strategy: The vendor's strategy to direct resources, skills and offerings to meet the specific needs of individual market segments, including vertical markets.

Innovation: Direct, related, complementary and synergistic layouts of resources, expertise or capital for investment, consolidation, defensive or pre-emptive purposes.

Geographic Strategy: The vendor's strategy to direct resources, skills and offerings to meet the specific needs of geographies outside the "home" or native geography, either directly or through partners, channels and subsidiaries as appropriate for that geography and market.

Document Revision History

Magic Quadrant for Contract Life Cycle Management - 21 September 2021

Magic Quadrant for Contract Life Cycle Management - 25 February 2020

Recommended by the Authors

Some documents may not be available as part of your current Gartner subscription.

How Markets and Vendors Are Evaluated in Gartner Magic Quadrants

Quick Answer: 3 Questions to Answer Before Shortlisting CLM Vendors

Quick Answer: How to Prepare for Migrating Legacy Contract Data Into a CLM Solution

Gartner Peer Insights 'Lessons Learned': Implementing Contract Life Cycle Management Software

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