



Execute contracts from anywhere, fast

Healthcare leaders need an easier way to manage contracts

Healthcare organizations must maintain business continuity, while increasing speed and efficiency. Employees may be working remotely, but your work is too important to slow down. Contract management becomes more important – not less – in the face of change.

Many executives still rely heavily on in-person touch points to review and approve contracts—from hand-written notes flagging changes to penned signatures. It becomes even more time-intensive when multiple people are weighing in on different parts of the contract. The process becomes slow, manual and cumbersome.

What if there was a more efficient way to manage the entire process?

Digital workflows and automation transform contract management in healthcare

ServiceNow's App Engine helps healthcare organizations build custom solutions to meet their specific workflow challenges. With little to no coding required, it's quick and easy to create new applications to solve problems, such as making contract administration easier.

With App Engine, healthcare organizations manage contract reviews digitally in a secure, compliant environment. You see results fast:

- Easy integration with eSignature software enables digital annotations and signatures, so paper no longer needs to exchange hands
- Security stays intact, with specific permissions to view part (or all) of the document assigned to individuals.
- Automated workflows prompt the right person to take action at the right time, accelerating the entire process
- Transparency improves with a single portal to view the contract status, history and recent activities

App Engine's capabilities easily extend to other key business and financial processes. Proven results generate excitement across the organization for other customized apps that make work easier and operations more agile.

Industry

Healthcare

Challenges

- A need to adapt quickly and build resilience in the face of unplanned changes
- Slow, manual workflows to manage the contract review process
- Delayed and disjointed communications via emails or calls
- Limited view into the status of the contract review
- Maintaining security and compliance when transitioning to digital contract management

Solution

App Engine
IntegrationHub
Now Platform®

Results

- Ensure business continuity with minimal disruption during times of change
- Create more efficient review processes
- Make it easier to review, edit, and sign contracts from anywhere
- Accelerate approval timelines
- Improve transparency and compliance

Find out how App Engine helps you develop customized solutions to resolve operational challenges.

[LEARN MORE](#)

Learn more about ServiceNow solutions for healthcare organizations:
servicenow.com/healthcare.

Managing contracts from start to finish with App Engine

- 1 Upload draft contract**
 The contract administrator uploads a draft contract to the document sharing cloud, which automatically triggers a contract management workflow. The contract administrator assigns reviewers, and the app automatically attaches relevant documents (HIPAA-approved templates, CME exhibits, etc.) to aid in the review process.
- 2 Route to reviewers**
 Once assigned, the app automatically routes the draft contract to the appropriate reviewers. Logic-based permissions ensure they see only the information they should. They can approve as-is or request edits/annotations right in the tool.
- 3 Approve contract**
 Once approved, the administrator can easily prepare the document for signing.
- 4 Sign in eSignature app**
 The app allows internal and external signers to sign in an eSignature app. After all eSignatures are completed, the signed document is stored in the eSignature system.
- 5 Notify contract admin**
 Once signed, the app notifies the contract administrator that the process is complete.

