



# **CCC Intelligent Solutions scales procurement and legal collaboration with LinkSquares**



**LUIS ALMARAZ**  
LEGAL OPERATIONS MANAGER

# Meet CCC Intelligent Solutions



## Industry

Insurance & Automotive Tech



## Company Size

1,000 - 5,000



## Location

Chicago, IL



CCC Intelligent Solutions (CCCIS) is a SaaS company at the forefront of digital transformation in the property & casualty insurance industry. Its Intelligent Experience cloud connects 35,000 businesses across insurers, automakers, part suppliers, repair shops, lenders, and more to make P&C insurance processes flow more easily.

This expansive ecosystem, in turn, creates a comprehensive contract footprint spanning multiple business units, including Legal, Procurement & Partnership, and Compliance, so CCCIS needed a smarter, more connected contract lifecycle management (CLM) solution.

## Escaping the Contract Email Trap

The person tasked with overseeing the contracts flowing between thousands of partners, vendors, and customers was Luis Almaraz, Legal Operations Manager at CCC Intelligent Solutions. It was a daunting challenge; CCCIS was mired in the all-too-common process of managing contract review through long, complex email threads.

Luis turned to LinkSquares to help the legal team get their processes streamlined, gain visibility, and start measuring their workflows—especially when it came to illustrating and calculating their contributions and progress.



**"We weren't really aware how much contracting work comes through legal. We use Salesforce for customer relationship management, but it doesn't precisely tell you what's the story in the legal team. So once we implemented Finalize, we understood that a large, large volume of contracts were coming through legal."**

**"We have about ten different markets. Once we had LinkSquares, you can understand the volume of documents that one market requires to keep up versus the other one."**

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# Expanding the 'LinkSquares Effect' to Procurement

Adopting LinkSquares was so successful for CCCIS, the executive team gave him a new challenge: bring the procurement department into the CLM. Moreover, they wanted the majority of procurement contracts to be reviewed by the legal department without slowing down the pace of procurement and without adding any headcount to the legal team.

Handle double the contract volume, and de-risk every procurement contract, with the same legal resources you had before?

**The task required LinkSquares.**



**"When I pulled in procurement [to LinkSquares], I created a strategy and a workflow where now, as a strategic goal for the company, every contract that is with a vendor goes through procurement. Then procurement will determine if it requires legal review or not.**

**There was a conversation with the executives that most of the contracts should require legal review. It's a huge volume. [With LinkSquares], we're not pulling in new attorneys. We're not pulling in new support and assistance for the legal team."**

**LUIS ALMARAZ**

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# Setting Procurement Up for CLM Success

To ensure that procurement could adopt LinkSquares effectively, Luis laid out a careful implementation plan. First, he reviewed the procurement workflow. Then he designed a series of procurement-specific templates with the LinkSquares CLM, which minimized the amount of clicks and data the procurement team needed to enter to request a contract review while also precluding the need for tedious follow-up questions from legal.

Only after all that process design work had been completed did Luis bring in the procurement team to review, revise, and adopt the LinkSquares solution.



"Procurement will answer a few questions in the template that we created: the value of the contract, whether it's a new vendor, whether it's an upsell, whether it's just a renewal, what's the priority, low, medium, or high. Right? Because if it's a renewal, if it's the same language, if it's just a purchase order, then just a click [will] approve it. If it's a new vendor, if it's AI included, then we need to take time and review it."

"That template is exclusive to procurement. It'll be assigned to the procurement and partnership team, and then they can approve the task in order either to be ready for signature or not, so procurement can continue their workflow of that document."

**LUIS ALMARAZ**

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**Approve latest version**  
Procurement Approval

**Approve latest version**  
Legal Approval

## New Agreement

**Procurement Team Exclusive Intake**  
Select this option only if you are part of the CCC Procurement Team. As needed, other CCC teams can be added to the collaboration  
**SELECT**

**Procurement & Partnership Intake**  
Select this option to start the Legal process, whether you are in Legal or not, and you are ready to upload, or drag and drop, the first version of any Procurement or Partnership Vendor Agreement, whether it is a Master Agreement, and Amendment, an SOW, or an Order for Legal Review.

**Procurement & Partnership Request**  
Select this option to request the Legal team prepare a standard MSA, CCC Procurement or Partnership Agreement, i.e., An Interface Agreement

Select

- ☐ All
- ☐ Consulting Agreement
- ☒ Procurement & Partnership
- ☐ Integration Partner
- ☐ Uncategorized



# More Contracts. Less Procurement Risk. Same Team.



Thanks to Luis's plan and the power of the LinkSquares CLM, CCC Intelligent Solutions was able to scale their legal oversight to handle their extraordinary procurement contract volume. Every agreement got the appropriate level of legal review without slowing down business processes or workflows.

**CCCIS established better contract processes without sacrificing speed or efficiency.**



**Ready to Streamline  
Your Procurement Operations?**

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