



CATHOLIC HEALTH

Effortlessly Migrates from a Legacy CLM System to Pramata While Saving Money In The Process

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Stacy Passino, *Contracts Administrator, Catholic Health System*

Cost-savings and unparalleled partnership made Pramata the natural choice for Catholic Health.

When Catholic Health faced a significant price jump with the contract management system it had been using since 2006, the search for a new solution began. On top of the price increase, users like Stacy Passino, Contracts Administrator for Catholic Health System, faced time-consuming and tedious data entry that they hoped to eliminate with a more modern solution.

After evaluating six different platforms, the choice came down to Pramata and one other, Passino says. The deciding factor in Pramata’s favor was ultimately the relationship Passino and others at Catholic Health built with the Pramata team during the process. Passino says, “The two products were very similar, but it was the Pramata team and their willingness to work closely with us to understand the unique needs of our physician contracts that stood out above the other options.”

Of course, the product capabilities were still important. Passino notes, “While other software companies were just starting to invest in artificial intelligence to help in the contract management process, Pramata had been doing it for years.” The benefits of a fully-integrated AI Assist Team made Pramata the right choice for Catholic Health.



Catholic Health is a non-profit healthcare system that provides care to Western New Yorkers across a network of hospitals, primary care centers, imaging centers, and several other community ministries.

Headquarters: Buffalo, NY

Legacy Contract Migration

The dreaded migration process turned out to be radically simple

Moving from one system to another is one of the most dreaded business processes, and with good reason. Usually, organizations only choose to migrate to a new system, when the pain (or cost!) of remaining on their current system becomes too much. In Catholic Health's case, a series of changes over the years was going to cause their CLM bill to skyrocket. They had to make a change.

Passino was delighted to find out how easy the migration to Pramata actually was. Speaking about the transition from one system to another, Passino says, "While I knew the migration was happening, it had no effect on our day to day processes...it was that smooth."

Passino and all the daily users at Catholic Health quickly learned all they needed to do was upload all their contracts and let Pramata do the rest.

Within a matter of weeks, Catholic Health was up and running on the Pramata platform, without down time and with added capabilities they'd never had before, including:

- ▲ An embedded data model that captured Catholic Health's business-specific needs around common healthcare industry contractual data.
- ▲ The ability for users to report on this key data, which the system curates for them, all with zero manual data entry or tagging required.
- ▲ A never-before-seen level of simplicity and efficiency with intuitive contract organization and document hierarchies – automatically organized in order of precedence.

With these newfound capabilities ready and available as soon as users logged into Pramata for the first time, Catholic Health saw immediate results and value in the daily workflows of researching contract families and accessing accounts and contracts.

The Solution

Goodbye manual data entry, hello automated reporting

One of the biggest differences between Pramata and Catholic Health's legacy CLM system is the ability to pull reports for their vendor contracts. "In our old system, we did not run reports for vendor contracts because the data wasn't there and had to be manually entered. We simply did not have the manual resources to do such," Passino says.

"While we did manually input data for our physician contracts, like physician locations, job titles, contract expiration dates, and so on, the process was very time consuming. With Pramata, all that information from our contracts gets extracted. It's just there, which means we can easily report on it and answer questions from our C-Suite quickly."

Another area where Passino and other users see a dramatic time savings is in the process of uploading new agreements. Before Pramata, Passino and her team had to spend precious time tagging key terms, manually extracting important data and entering it into the system, every time they uploaded a new contract. Multiplied across hundreds of contracts, it was a big deal.

With Pramata, it now just takes just a couple of seconds. "When we upload a new agreement, we no longer have to spend time manually entering data," says Passino. "We just click a button and it's done. It's that simple."

Making the Case to Switch

Cost-savings, enhanced capabilities, and ease-of-use sold leadership on Pramata

Many organizations require an extensive business justification before evaluating and adopting a new solution. In Passino's case, Catholic Health was ready to make the switch. After their current CLM vendor became too cost-prohibitive, Passino began her evaluation of new solutions. Catholic Health demoed six different contract management systems, narrowing it down to two finalists, and ultimately choosing Pramata.

On top of a significant cost savings compared to their incumbent vendor, Pramata's ability to execute on configuring a system to meet Catholic Health's specific needs was a major part of the decision.

Healthcare organizations have unique demands and Passino found Pramata to be a willing partner capable of achieving Catholic Health's needs for extracting specific, relevant contract data.

Passino also identified the Pramata platform as the most intuitive and user-friendly of her options, which she believed would drive the most internal adoption. Between all these factors, Passino says she had "zero pushback" from stakeholders. Pramata would represent an immediate cost-saving compared to their legacy CLM vendor, with enhanced capabilities, and ease of use. The organization was fully on board.

"Between the technology, the way it makes uploading and reporting so easy, and the team of hard-working and responsive partners we have at Pramata, we're definitely happy with our choice. They're always listening and willing to work with us on new types of contracts and to make the reporting even better for our needs as a hospital system."