PANORAM

TOTUM

Totum Partners deploys Panoram software to transform their finance and operations

To better manage their fast-growing volume of contracts & streamline their business operations

Successful implementation in 4 weeks

Totum Partners

Totum is a market-leader in recruiting for business services roles within professional services firms. As the business rapidly expanded, Totum faced challenges in managing the growing volume of contracts efficiently and securely.
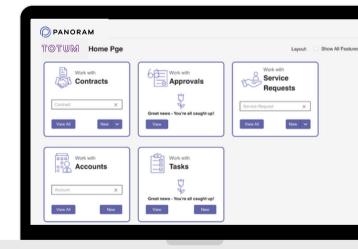
Challenges

- **Manual contract processes:** leading to delays and inefficiencies.
- **No contract intake process:** all requests come through via email or MS Teams chat.
- **Lack of centralisation:** contracts were stored in multiple locations such as SharePoint, OneDrive and email inboxes within Outlook, making it difficult to track, retrieve, and manage them effectively.
- **Time-consuming approvals.**
- **A need for speed to Go-Live:** coupled with a lack of In house IT resources.

> **" Panoram has revolutionised the way we manage our business services requests and contract management. "**

The Solution

Totum selected Panoram's suite of **M365-based** business applications. This included Contract Lifecycle Management (CLM) & Service Request Management for their support teams. Panoram offered features tailored to include:

- A solution accessible through **Microsoft Teams.**
- A quick sign-off and review process
- Centralised contract repository
- Automated workflows
- E-signatures
- Service requests
- Analytics and reporting

Results

After implementing Panoram, Totum experienced significant improvements across several key areas:

- **Increased Efficiency:** Reduced contract creation and approval times.

- **Faster Approvals:** E-signatures sped up processes.

- **Unified Service Requests:** All requests in one place, with SLAs.

- **Better Visibility:** Centralised management improved control.

Go live in 4 weeks!

The implementation of Panoram was executed in three phases over a 4-week period:

1. Planning and Setup.
2. Training and Integration.
3. Go-Live and Support.

Conclusion

The adoption of Panoram has provided Totum with a robust, scalable solution to manage their business requests and contracts more effectively. The improvements in efficiency, compliance, and overall contract management have positioned Totum to continue its growth trajectory while maintaining high standards of service and regulatory adherence.

This case study highlights how Panoram's software has addressed Totum's challenges and delivered tangible benefits, showcasing the software's potential to transform contract management for businesses in the recruitment industry and beyond.

> Panoram has revolutionised the way we manage our business services requests and contract management. The transition from manual processes to an automated system has not only saved us time but also significantly reduced errors. Overall, Panoram has empowered us to manage our contracts more efficiently, giving us a competitive edge in the recruitment market. As well as handling all of our internal business requests through one place, which gives me a view of all types of requests coming into our team.

Catherine Young
Head of Finance and Operations

TOTUM

About Panoram

Panoram is a GenAI software specialist for business and legal.

Our mission is to build GenAI-powered software that makes businesses more efficient, compliant, and profitable for maximum benefit. We deliver GenAI driven business solutions inside M365 and Teams. This enables law firms and corporate legal departments to redefine and redesign the way they deliver their expertise, wherever and whenever it's needed.

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