

UBER

SpringCM's solution automates review and redlining, allowing Uber complete visibility.

Uber Overview

- Industry - High Tech, Transportation
- Company Size - 15,000 employees
- HQ Location - San Francisco, CA
- Founded - 2009
- Use Case - Contract Management

Uber is a rideshare startup that connects app users who need rides with drivers. The company has skyrocketed in popularity in recent years, especially in urban environments. Alongside its mainline offering, the company has innovated new transportation-related services like Uber for Business and Uber Freight.

The Goal: Implementing Systems To Keep Up With Company Growth

Fast expansion brings new demands for operational efficiency.

Uber expanded from 2,500 to 17,000 employees within two years, and some of that expansion came from adding new, innovative transportation offerings with additional contractual demands. The company needed to find and implement a contract management solution that would let them handle a workload that had increased tenfold.

The Challenge: Uber Needed to Replace Its Processes with Something More Efficient

Manual contract management and generation was causing headaches.

Uber had been managing contracts manually using a combination of Google Docs and emails since the company's inception. As the company grew in popularity and scale, it needed to generate more contracts. Beyond contract creation, Uber had begun to face slowdowns all along the contract workflow. Sales staff were having to follow up on contracts as many as five times to try to figure out where they were in the process.

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The Solution: A User-Friendly Contract Repository and Automated Workflows

Speed, efficiency and contract visibility at scale.

Uber needed to implement a tool that could not only streamline its contract workflows, but would be user-friendly enough to allow sales staff, the legal department, contractors and everyone else involved in any of Uber's departments to easily fulfil their part of the process, regardless of their level of technological literacy.

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Uber was also in need of a solution that would allow for a quick way to generate different contract templates and to keep them organized, so that individuals weren't receiving – or signing – the wrong contracts anywhere throughout the process.

Uber began a tiered implementation of SpringCM and immediately began seeing an improvement in operational efficiency.

The Result: Improved Operations, with More to Come

Fast contract creation, smooth workflows and no time wasted.

In the departments where SpringCM has already been rolled out, contract workflows are running smoothly. There are no longer contracts ending up in the wrong hands, and no longer contracts getting dropped on the way to and from the sales or legal departments. Contracts are generated and made available to those who need them at a faster rate. And sales and legal staff are no longer wasting time chasing down those contracts, so they can spend their time more productively and profitably.

Uber is continuing to roll SpringCM out, with four new teams slated to start using SpringCM next, followed by a business-wide implementation.

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About SpringCM

SpringCM is a secure cloud platform that manages sales contracts and all types of documents seamlessly across desktop, mobile and partner applications like Salesforce. SpringCM goes beyond standard sales contract management software with advanced workflows that automate manual tasks and complex processes to shorten contract cycles and speed time-to-revenue.