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A case study on partner program management

OVERVIEW

Finding a better way to manage partner program onboarding, work orders, and sub-contracting was a significant priority for ADT. With a large and complex security network worldwide, every partner required detailed attention, which was leading to major pain points and a slowdown in performance. ADT reimagined its partner program and expanded its current use of Onspring to incorporate management of partner relationships. This new application of automation and access to real-time insights led ADT to identify previously hidden revenue opportunities.

> *"Onspring has become an indispensable tool for our entire organization."*
>
> *– Director of Risk & Compliance, ADT*

PROFILE

Company:
ADT Security Services

Industry:
Security & investigations

Reach:
Global

Size:
95 employees

Solutions:

Business Operations Suite

Onspring

CHALLENGE

ADT works with companies all over the world that are put through a rigorous vetting and documentation progress. While robust and detailed, this process lacked a centralized management system to track and review each individual partner. Finding a better way to manage partner onboarding, work orders, and sub-contracting became a priority to remove disparate storage folders and integrate data across the enterprise.

9

industries served

(each with unique compliance regulations)

3

partner solutions offered

(consulting, integrations & managed services)

SOLUTION

The first thought to a scalable partner management solution was Onspring.

ADT's General Counsel was already using the Onspring corporate counsel solution and had a strong understanding of how the platform could be utilized to solve different problems. After an initial platform evaluation with ADT's SVP of Operations, the General Counsel went to work reviewing the Onspring vendor management solution. This evaluation identified how pre-defined workflows and reporting could be adjusted to manage and track their partner program.

ADT customized four components of the existing solution processes to specifically fit their new program. The General Counsel made all updates using the drag-and-drop no-code functionality of Onspring, which enabled an incredible quick launch and avoided incurring costs from IT resources.

Onspring

Global partners hub

- Onspring became the central hub to track active partners, their respective locations and services provided, as well as associated contracts and performance metrics.

- Information received from partner onboarding surveys, contract updates, and sub-contract orders automatically feed into the hub.

Onboarding process

- Onboarding assessments deliver via survey to new partners and to cover policies, procedures, physical security, information security, network infrastructure, business continuity and disaster recovery plans.

- New information related to partner relationships, associated contracts, and related services and contracts feeds into the global partners hub.

- Reporting provides the ADT team with real-time visibility into the onboarding status of each partner.
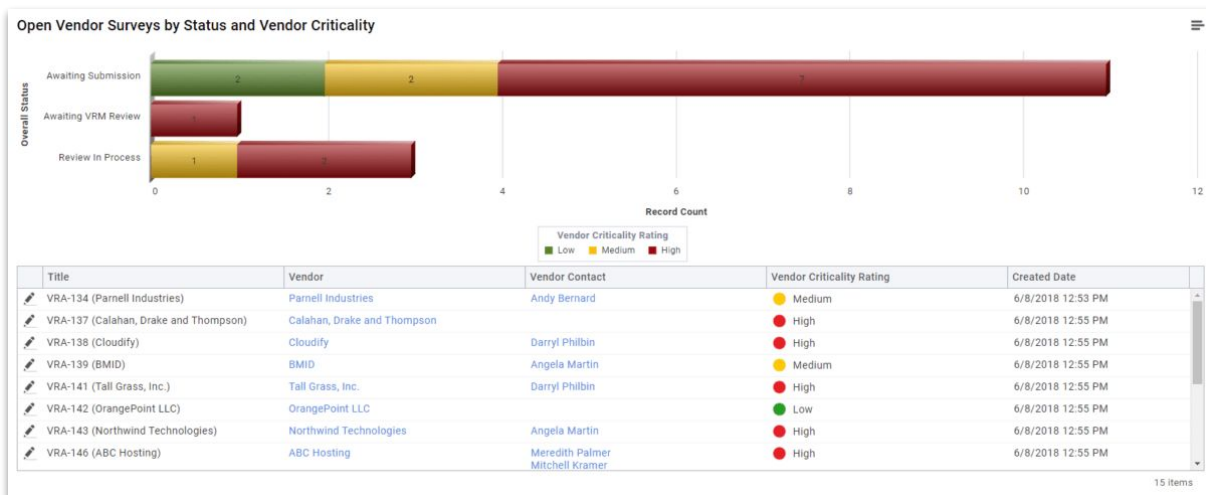
Contract management

- ADT project coordinators now manage all elements of the contract review process and associated documents in one central location.

- This workflow automates the facilitation of reviews, approvals, renewals, and termination stages of the contract lifecycle.
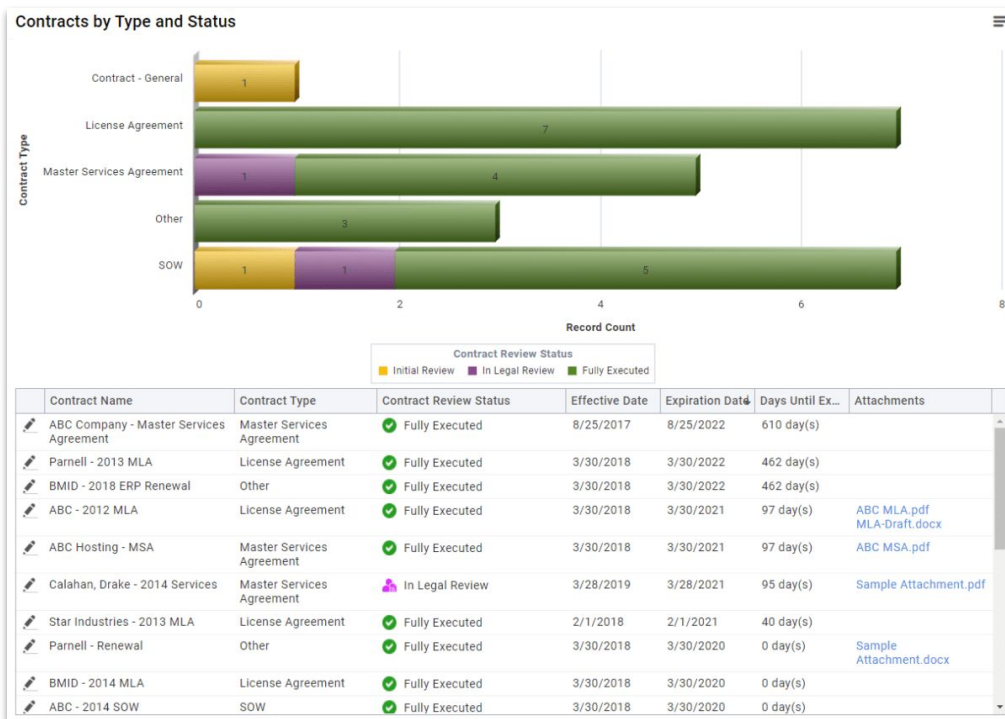
Sub-contract orders

- A new workflow was created to manage sub-contract orders associated with all global partners to manage document collection, risk assessments, and overall due diligence.
- Automatic notifications alert the ADT team when contracts and sub-contracts come up for review and need to be re-evaluated for updates.

RESULT

With information now at their fingertips and hours of time saved each week by avoiding unnecessary manual tasks, the team at ADT identified revenue-improving opportunities with partners. In addition to savings hours of time each week investigating partner assessments of contracts, ADT has improved its bottom line.

Bottom line boost

With MSA's tracked in Onspring, important dates were flagged to send automated emails when an MSA needs to be revisited for pricing adjustments.

Significant time savings

Hours of labor saved on every sub-contract order and invoice review, as accounting is simultaneously notified of every sub-contract order.

Real-time reporting

Every report request is generated in minutes, so at the end of the year when ADT's CEO asks, "who were our top five partners by volume this year?" there is an immediate answer.

ABOUT ONSPRING

Onspring is no-code GRC software that connects data and teams to improve business intelligence, governance, alignment & resilience.

When people are empowered to create their own workflows, processes, requirements, and reporting, teams are more productive, and business runs better. More control. More visibility. More connection. Better decisions.

Onspring is the automation software hundreds of enterprises are built upon. And while our technology continually evolves with business innovations, our approach is always human.

With Onspring, you're in control. Learn more at **onspring.com.**