



Arianna 2001 S.p.A. implements CLM 365 for standardized and efficient contract management

Arianna 2001 S.p.A., part of the Federazione Italiana Tabaccai (FIT) Group, provides retail support, logistics, customer services, training, and contract administration for one of Italy's largest retail networks. As contract volumes increased across multiple provincial offices, the organization required a more structured approach to managing contracts while maintaining consistency and compliance.

By implementing CLM 365, Arianna 2001 S.p.A. transformed its contract management process from a folder-based approach to a centralized, structured system. We've been using CLM 365 for about a year now, and it has made a noticeable difference in the way we manage our contracts. Our team can now manage contracts more efficiently, and day-to-day activities have become much simpler.



Customer: Arianna 2001 S.p.A. (Tabaccai.it)

Website: <https://www.tabaccai.it>

Customer size: 1K–10K Employees

Country: Italy

Industry: Retail, Logistics & IT Services

Services: Retail Network Support, Logistics, Customer Services, Training, Contract Administration

Up to **70%**

Improved contract consistency

Standardized contract upload guide -lines and centralized management reduced errors and made contracts easier to organize and retrieve.

85%

Greater process standardization

Clear upload guidelines and a unified contract management process helped teams follow consistent practices across the organization.

75%

Faster contract accessibility

Better organization and searchable contract records made it significantly quicker for teams to locate and reference contracts.

Challenges

Before implementing CLM 365, the organization managed contracts using SharePoint folders. While this approach initially met business needs, the growing number of contracts made it increasingly difficult to organize documents, maintain consistency, and quickly locate contract information. Teams often relied on manual folder structures, resulting in inconsistent document management practices and additional administrative effort.

The organization also required a solution that could establish standardized processes across departments without disrupting its existing Microsoft 365 environment. It needed better governance for contract uploads, easier document retrieval, and a structured approach that could scale as contract volumes continued to grow.

Why CLM 365 Was Selected

After evaluating available contract lifecycle management solutions, Arianna 2001 S.p.A. selected CLM 365 for its native Microsoft 365 integration, ease of implementation, and intuitive user experience. The platform enabled the organization to replace its folder-based storage model with a centralized contract repository while introducing standardized contract management processes.

CLM 365 provided the flexibility to define clear document management guidelines, improve contract organization, and simplify contract retrieval without adding unnecessary complexity for end users. The responsive implementation and support team also ensured a smooth transition, allowing users to quickly adopt the new system with minimal disruption.

Key Features in Use

Following implementation, Arianna 2001 S.p.A. actively uses CLM 365 to manage contracts through a centralized and structured repository built within Microsoft 365. The organization benefits from standardized contract storage, metadata-driven document organization, advanced search capabilities, and consistent upload procedures that ensure every contract follows the same governance process.

The platform also enables users to quickly retrieve contracts, maintain organized contract records, and improve collaboration across teams while supporting long-term scalability as contract volumes continue to increase. The simplified user experience and structured workflows have made day-to-day contract management significantly more efficient and reliable.

Solutions

CLM 365 replaced the folder-based approach with a centralized and structured contract lifecycle management system built on Microsoft 365. The platform introduced standardized metadata, configurable workflows, and a consistent process for uploading and managing contracts. By establishing clear user guidelines and a unified repository, Tabaccai.it simplified contract organization, improved accessibility, and made day-to-day contract management more efficient for all teams.

Client Says

"CLM 365 helped us transition from a folder-based document repository to a structured contract management system. Contracts are now easier to organize, search, and manage, while standardized processes have significantly improved consistency across our organization."

– IT Specialist, Arianna 2001 S.p.A., Italy

Key Benefits to ARIANNA

- Standardized contract management across the organization with a consistent process for creating, uploading, and managing contracts.
- Improved contract discoverability through structured storage, making contracts easier and faster to search and retrieve.
- Reduced manual errors by introducing clear user guidelines and standardized document management practices.
- Increased operational efficiency by simplifying everyday contract management and improving collaboration across teams.

