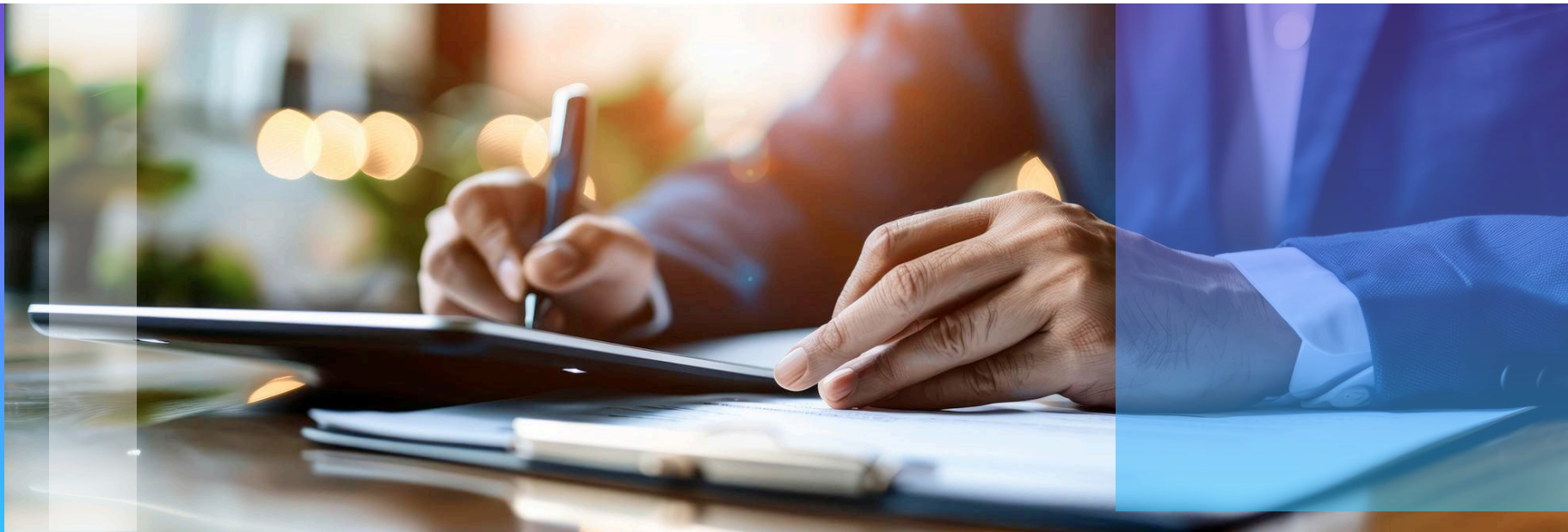
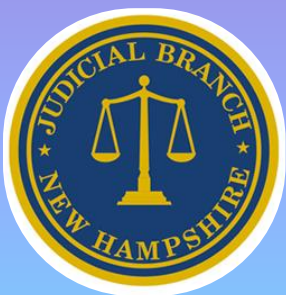




New Hampshire Judicial Branch implements CLM 365 for standardized and efficient contract management

The New Hampshire Judicial Branch is the state's court system, responsible for interpreting and applying New Hampshire law, resolving disputes, and administering justice fairly and efficiently. It includes the Supreme Court, Superior Court, and Circuit Court (encompassing the District, Family, and Probate Divisions), along with the Administrative Office of the Courts. Together, these courts handle a wide range of criminal, civil, family, and probate matters while maintaining a strong commitment to transparency, accessibility, and the rule of law.

By implementing CLM 365, the New Hampshire Judicial Branch established a centralized and structured approach to contract management across its judicial system. As contract-related processes became more complex across multiple courts and administrative offices, CLM 365 provided a standardized platform to manage agreements consistently, improve visibility, and support efficient day-to-day contract administration while maintaining compliance with organizational policies.



Customer: New Hampshire Judicial Branch

Website: <https://www.courts.nh.gov/>

Customer size: 501-1k employees

Country: New Hampshire, USA

Industry: Legal

Services: Criminal Case Management, Civil Dispute Resolution, Family Court Services, Court Administration and Public Services

Up to **60%**

Improved contract visibility

Centralized contract storage eliminated manual tracking and made it easier for staff to locate, review, and manage contracts from a single source.

80%

More standardized workflows

Standardized templates, automated notifications, and consistent contract processes helped teams follow the same workflow across departments while improving compliance.

70%

Faster contract turnaround

Automated reminders and better collaboration reduced delays in contract processing, helping teams complete contract-related tasks more efficiently.

Challenges

Before implementing CLM 365, the organization managed contracts using a SharePoint 2010 site. To modernize its contract management process, it invested in building a dedicated SharePoint-based solution. However, the project failed to meet business expectations, leaving the organization with an outdated system that lacked the functionality needed to support efficient contract management.

As contract volumes and organizational requirements evolved, the existing approach made it difficult to maintain a centralized contract repository, streamline workflows, and provide users with a reliable contract management experience. The organization needed a purpose-built solution that could replace its legacy system, simplify contract administration, and deliver a scalable platform for managing contracts more effectively within its Microsoft 365 environment.

Why CLM 365 Was Selected

After evaluating solutions to replace its legacy contract management system, the organization selected CLM 365 for its intuitive Microsoft 365-native platform and streamlined contract management capabilities. Within just the past few months, the platform has enabled users to move away from inefficient processes and adopt a more structured approach to managing contracts and approvals.

CLM 365 has significantly improved the organization's contract management process by providing a better-organized contract repository, a robust approval workflow, and built-in reporting capabilities. Teams primarily use the platform to create new contracts and manage the approval process, making day-to-day contract administration more efficient while improving visibility and control across the organization.

Key Features in Use

Since implementing CLM 365, the New Hampshire Judicial Branch has made contract management simpler and more efficient. One of the biggest advantages has been the

platform's ease of administration. As users became familiar with the system, managing contracts became faster and required less manual effort. CLM 365 also fits well into the organization's existing workflows, making daily contract tasks easier to handle.

The implementation has met and exceeded the organization's expectations. The New Hampshire Judicial Branch has had a positive experience with CLM 365, thanks to its intuitive interface, reliable performance, and streamlined workflows. While there is room to further improve reporting capabilities, the platform continues to help teams manage contracts more efficiently and support day-to-day operations with confidence.

Solutions

CLM 365 provided the New Hampshire Judicial Branch with a purpose-built contract management solution after its previous SharePoint-based approach failed to meet business needs. The platform introduced a structured process for creating new contracts, routing them through approvals, and maintaining contract records in a single location.

With configurable workflows, centralized document storage, and built-in reporting, CLM 365 simplified contract administration and reduced the complexity of managing agreements. The platform fit naturally into the organization's existing Microsoft 365 environment, enabling teams to work more efficiently while maintaining greater control and visibility throughout the contract lifecycle.

Client Says

"CLM365 has helped streamline our contract processes and given us clearer visibility into our workflows. It's improved efficiency across our team, made contract management more consistent and accessible, and has been backed by exceptional customer service every step of the way."

– New Hampshire Judicial Branch

Key Benefits to New Hampshire Judicial Branch

- Improved contract visibility by centralizing contract records, making it easier for staff to locate, review, and manage agreements.
- More consistent contract workflows through standardized templates, automated notifications, and a structured approval process across departments.
- Reduced manual effort and fewer errors by replacing manual contract tracking with a centralized contract management system.

- Faster contract turnaround times by streamlining approvals and enabling better collaboration between teams.
- Greater operational efficiency by strengthening contract management processes and supporting more organized day-to-day contract administration.

