CUSTOMER SUCCESS STORY

Renewal Intelligence. Contract Value Recovered.

A leading energy & utilities company brings contract evidence into renewal negotiations with Aavenir AI Contract Intelligence.



Supplier performance + contract gaps

AI-led recommendations on what to renegotiate

Contract evidence.
A stronger renewal position.

3%
Cost recovery against annual spend

90%
Less time screening compliance and identifying obligations

65%
Improvement in on-time obligation completion

32%
Improvement in vendor SLA performance

CUSTOMER CONTEXT

Contract commitments needed a clear path to action

A leading energy and utilities organization manages supplier agreements spanning technology, managed services, and operational requirements. Its Commercial & Procurement team needed to ensure that negotiated commitments translated into delivery, compliance, and commercial value.

01 Manual tracking, fragmented evidence

Obligations and compliance reviews relied on manual effort. Supplier delivery, SLA performance, and outstanding commitments were difficult to assess together.



02 Disconnected commercial recovery

Performance-related compensation was tracked at project level and handled separately during invoice receipting, weakening consistent follow-through.



03 Renewals without the full picture

Teams lacked a combined view of obligation performance, contract gaps, and accumulated risk before renewal discussions.



04 Workflows that limited adoption

A cumbersome legacy solution added friction, while some post-signature activities had no dedicated system.



Aavenir

WHY AAVENIR

A fit for post-signature accountability and renewal decisions

Connected on ServiceNow

The organization selected Contractflow, Obligationflow, and ComplianceNext to connect contract information with fulfillment, policy validation, and supplier performance.



AI across the contract portfolio

AI-assisted migration and term extraction reduce manual entry. Separate obligation extraction and classification turn commitments into structured work.

Evidence for renewal negotiations

Joint analysis of obligation performance and contract gaps produces AI recommendations on renewal and the terms to renegotiate.

Commitments connected to delivery

Assigned tasks, recurring schedules, and performance dashboards give teams a basis for tracking whether suppliers fulfill their agreements.

Contract governance on ServiceNow

Contract records, obligation fulfillment, policy findings, and supplier risk insights support connected review and follow-through.

SOLUTION ARCHITECTURE

Aavenir Intelligence Platform

AI capabilities sit within the workflows they support.

AAVENIR INTELLIGENCE PLATFORM

Contractflow

AI term extraction

Extracts dates, amounts, counterparty, and contract type on upload.

Central repository, CLM, and collaboration.

Obligationflow

AI obligation extraction

Extracts and classifies obligations across 20 categories; identifies frequency.

Obligation and task lifecycle management.

ComplianceNext

AI policy validation

Checks applicable policies by contract type and vendor segment.

Policy findings and compliance review.

Supplier Risk

Risk register and insights

Brings supplier risk information into contract review.

Risk context for renewal preparation.

RENEWAL INTELLIGENCE — Obligation performance + contract gaps → AI-led renewal and negotiation recommendations

AvyAI: conversational assistant for interrogating contracts. | ServiceNow native

IMPLEMENTATION

From AI-assisted migration to accountable fulfillment



Migrate and extract terms

AI extracts key metadata on upload, reducing manual entry and establishing searchable contract records.

Classify the portfolio

Contract types and vendor segments determine the applicable policy checks and management scope.

Extract and classify obligations

AI identifies obligations across 20 categories and their frequency to support one-time or recurring tasks.

Assign and track fulfillment

Teams and individuals own tasks; red, amber, and green dashboards highlight overdue actions and performance issues.

COMPLIANCENEXT | 15+ customer-defined policies, mapped by contract type and vendor segment.

RENEWAL INTELLIGENCE

Know whether to renew. Know what to renegotiate.

The Renewal Intelligence report jointly analyzes obligation performance and contract gaps to generate AI recommendations for renewal and negotiation.

Obligation performance

Supplier delivery, SLA fulfillment, outstanding commitments, and evidence of completion.

Contract gaps

Policy findings and contract risks that require attention before extending the agreement.

RENEWAL INTELLIGENCE REPORT

AI-led recommendations

Renewal decision
Whether to renew

Negotiation priorities
Which terms to renegotiate

Commercial position
Maximize savings and limit risk exposure

A clearer negotiation strategy, backed by what was promised, what was delivered, and where stronger protections are needed.

RESULTS AND NEXT STEPS

Contract evidence that drives action and negotiation

Contract value recovered

Closer tracking of contractual commitments and performance-related compensation helped the organization recover negotiated value.



Less manual review effort

AI extraction and review reduced the time required to identify obligations and screen contracts for compliance.



More consistent supplier delivery

Clear ownership and frequency-based tasks improved on-time fulfillment. Consolidated performance visibility supported earlier intervention.



A clearer negotiation strategy

AI-led recommendations help teams prioritize terms to renegotiate, savings to pursue, and risks to address before renewal.





NEXT: EXTENDING COMPLIANCE COVERAGE

Policy checks extend across strategic and mid-tier contracts, feeding review queues and renewal dashboards.

aavenir.com