

Leading real estate company, KETTLER, leverages Contract Logix to Power Digital Transformation

KETTLER, a multifamily developer, real estate investment, and property management company, recently turned to Contract Logix's contract lifecycle management (CLM) platform to digitally transform the way it manages contracts across more than 20,000 properties in the Northeast, Mid-Atlantic and Southeast regions. KETTLER's vast real estate footprint requires the organization to manage a very high volume of contracts, but the company was able to configure the CLM platform to meet the needs of 170 users, eliminate tedious manual processes, and optimize workflows to drive business efficiency and compliance.

Key Facts:

Since 1977, KETTLER, a multifamily developer, real estate investment, and property management company has developed over 25,000 multifamily units, 5 million square feet of commercial space, and more than 71,000 homes in 25 master-planned communities. The company currently manages approximately 20,000 apartments and includes delivering long-term value to the assets that it develops, manages, and delivers among its core values. KETTLER's vast real estate footprint requires the organization to manage a very high volume of contracts including American Institute of Architects (AIA) agreements, Statements of Work (SOW), Master Service Agreements (MSA), Maintenance, Repair and Operations (MROs) agreements, Purchase and Sale agreements (P&S), Purchase Orders (PO), and more.

KETTLER needed a more robust CLM platform to help streamline

its contracting activities while ensuring business rules were followed in a predictable and repeatable manner. Contract Logix's data-driven and no-code solution enabled KETTLER to easily create and manage automated contract workflows to ensure compliance with its business processes. Using Contract Logix's drag-and-drop Visual Workflow Builder, KETTLER is able to set up many different workflow types that automatically route contract requests, reviews, approvals, and signatures to the appropriate person in the organization every time.

Increasing the security and appropriate accessibility of KETTLER's legal agreements was also a key consideration. The company required that the 170 users of its contract management system at each property only be allowed to view and edit the corresponding contracts associated with that property. Using the Contract Logix platform, KETTLER established roles- and feature-based permissions that ensure individuals and organizations have the appropriate access to contract-related information and capabilities of the software. Support for additional security-first functionality such as SOC 2 Type II compliance, multi-factor authentication (MFA), single sign-on (SSO) and data encryption were also important in KETTLER's decision to select Contract Logix.

KETTLER also leveraged Contract Logix's Customer Success Team and Data Migration Services to accurately and efficiently migrate its existing data and documents from the company's previous system. And like every Contract Logix customer, KETTLER is assigned an experienced Customer Success Manager (CSM) for the life of its relationship.