

Rapid Implementation and Risk Control for a Leading Financial Services Firm

Accelerating value and minimizing risk through a four-month Source-to-Contract deployment built for speed, compliance, and scale.

The Client

A leading financial services organization with a strong reputation in wealth management had long relied on manual processes. Outdated workflows limited the organization's ability to scale operations and automate consistently across the enterprise, leading to inefficiencies and growing internal frustration. The organization engaged Optis to modernize and digitize its contract intake, risk assessment, and contracting processes while ensuring a strong foundation to support long-term scalability.

Industry

Financial Services

Number of Employees

3,000

Region

Canada

Annual Revenue

\$3.7B CAD

The Opportunity

The client needed to replace their fragmented and outdated processes with a streamlined, automated solution. Their contract management setup, borrowed from a sister company, restricted customization and data ownership. Intake and risk assessment processes were managed across spreadsheets, creating delays, risk exposure, and minimal transparency.

With an extremely tight four-month project timeline, the client sought a partner that could not only move quickly but also address their most pressing pain points:

building a modern intake workflow, standing up an automated risk register, and replicating key legacy processes with enhanced visibility and controls. After evaluating several solutions, the client selected Ivalua, with Optis selected as the partner to lead the implementation.

Why Optis?

Launch by Optis offered both the vision and the technical creativity to deliver on the client's priorities within their narrow timeline and budget. The Optis team built trust through a highly collaborative process, demonstrating Ivalua's potential through

tailored system mockups and walkthroughs that directly addressed the client's needs.

Key factors that reinforced their decision to work with Optis:

- **Creative Solutioning:** Optis demonstrated how Ivalua could be adapted to meet unique intake and risk needs, including replicating legacy workflows and overcoming out-of-the-box platform limitations.
- **Deep System Expertise:** The Optis team's proven track record with S2P system implementations in the financial services sector gave the client

confidence they could meet compliance, data, and process requirements.

- **Committed Delivery:** Optis provided an aggressive but achievable delivery plan and stayed closely aligned with client stakeholders from kickoff through go-live.

The Process

Working closely with the client team, Optis led a fast-paced deployment focused on three high-priority deliverables: contract intake, risk assessment, and a new automated risk register. Each component had to align with legacy processes while improving transparency and ownership.

- **Contract Intake:** Optis built a comprehensive intake vetting process within Ivalua that replicated a 20+ year-old legacy workflow while allowing for modern automation and data capture.
- **Risk Assessment:** Optis developed a risk questionnaire that scored responses and directed action based on prior internal standards. This approach preserved business logic while automating a previously manual process.

While the client's requirements extended beyond standard platform capabilities, Optis drew on deep system expertise to configure inventive solutions. This approach demonstrated both technical creativity and a strong commitment to keeping the project on track without compromising functionality. Tight feedback

loops, strong communication, and joint problem-solving allowed the project to stay on track and yield immediate results.

The Results

Within the first month of go-live:



By partnering with Optis, the client successfully replaced cumbersome and manual processes with a streamlined, purpose-built solution that delivered immediate value. The collaborative approach, technical creativity, and unwavering

delivery focus allowed the client to meet critical business goals on their terms and timeline.

With a trusted partner and scalable platform in place, the client is now positioned to grow and evolve their solution further, building on a strong foundation laid during **Launch**.

About Optis

Optis is a leader in Source-to-Pay transformation. With headquarters in Vancouver, New York, and London, we provide independent advice, precision implementation, and meaningful results. Our clients choose us as their guide through the transformation journey, partnering with us for our unmatched expertise and quality across our range of Source-to-Pay transformation services. We lead strategy, implement and support the best technology platforms, and enable lasting organizational change.