

Purolator Leverages Existing Tools and Saves \$300k+ on CLM/ERP Implementation



The Challenge



Transportation and logistics company Purolator set out to “revolutionize” its contract generation process. Though its legal department consistently used technology and embraced innovation when attempting to solve unique challenges, as well as those as common as contract management, its attempts at implementing full-scale Contract Lifecycle Management (CLM) systems were yet to find a successful outcome. As the systems can prove to be complex, costly, and not easily integrated into existing structures — like Purolator’s Configure Price Quote (CPQ) technology, for example — previous solutions failed to meet the needs of the legal team.

Furthermore, the company was undergoing a substantial infrastructure upgrade at the time, transitioning its Enterprise Resource Planning (ERP) system. This process exposed vulnerabilities in their current contract generation technology, potentially leading to delays and inefficiencies. Generally tasked with improving legal operations within the legal department, and creating efficiencies that save time, the team needed to find an effective solution to standardize contracts without disrupting operations — or increasing headcount. “We knew we needed a solution that was both nimble and powerful — something that could complement our existing systems, not complicate them. Our goal was to make contract generation smarter, faster, and scalable without adding complexity — and we were racing the clock to get it live before a critical launch,” said Remy Bassan, Head of Legal Operations at Purolator.

Leveraging Existing Tools with DocJuris



Again, as Purolator had already invested in related technology, finding ways to leverage it with any addition solution was important to the legal team. This was a key factor in the decision to partner with DocJuris, which provides contract management solutions and software powered by AI, and designed to streamline workflows, accelerate negotiations, and reduce risk. In addition, the team desired an approach that emphasized simplicity and essential functionality.

“DocJuris stood out as a partner because they didn’t just offer a tool — they understood our

business need, our tech stack, and our urgency. Their ability to meet us where we were and build from there made them the clear choice,” explained Bassan. “We weren’t looking for bells and whistles — we needed something that worked, fast. Simplicity and essential functionality were non-negotiables, and DocJuris delivered exactly that.”

DocJuris, tasked with developing this streamlined, cost-effective solution, which also leveraged the company’s existing tools and software infrastructure, went about building a user-friendly intake tool within the current environment, from which the team could efficiently generate standardized contracts — without extensive staff training or additional resources. “The biggest challenge was balancing legal requirements with user-friendly technology,” said Henal Patel, CEO of DocJuris. “By rethinking and optimizing familiar tools, we can unlock powerful, transformative outcomes.”

As a result, Purolator was able to implement the solution quickly, preventing any potential delays in contract production after the ERP transition, as well as avoiding the great financial (and time-related) costs of acquiring additional CLM software. No additional staff was needed for this solution, based on vital functionality only, and without the often “unnecessary” features of some CLMs. Working with the team at Purolator on this solution was a challenge Patel said he and his team were up for. “At DocJuris, we turn challenges into opportunities by blending the best of existing infrastructure with targeted innovations, proving that efficiency and effectiveness go hand in hand,” he explained.

The legal team, not forced to completely overhaul its internal processes to accommodate the solution, was able to maintain operational continuity, supporting the business while demonstrating its ability to create efficiencies which positively impact the bottom line. “This solution allowed us to stay focused on supporting the business, not managing tech. We kept operations running smoothly during a critical transformation, without increasing headcount or reinventing our processes,” said Bassan.

Outcomes



By avoiding the purchase and implementation of a completely new CLM, Purolator saved over \$300,000 in direct expenses. In addition, the team saw a 50 percent reduction in legal technology spending (compared to projected costs of a new CLM), and a 25 percent decrease in overall legal costs year-over-year, leading to significant annual savings. The company also claims that legal spend as a percentage of its budget was reduced by 30 percent, which allows for resources to be used for other strategic initiatives.

“The numbers speak for themselves — we saved over \$300,000, slashed legal tech spending, and improved budget predictability in a way we didn’t think was possible without a full CLM,” said Bassan. “What surprised us most was how quickly we saw measurable impact — not just in cost savings, but in how confidently we could reallocate resources to more strategic initiatives.”

Purolator improved budget predictability by implementing this streamlined contract generation solution with DocJuris. Their approach eliminated the complexities and hidden costs of traditional CLM, resulting in consistent and transparent legal spending for the legal department.

In the end, the company is an example of how the strategic use of existing tools, collaboration, and a commitment to keeping things simple and effective, can lead to significant cost savings, improved efficiency, and enhanced budget predictability. Together, Purolator and DocJuris achieved sustainable, innovative, and award-winning results. Results that other companies can achieve through similar activities.

“Winning the ACC Value Champion award a second time reinforces our commitment to generating meaningful and measurable results quickly for our customers,” said Patel. “With Purolator, the implementation proved that outcomes can be achieved through a smart blend of people, process, and both existing and new technology.”

Advice for Legal Departments Looking to Improve or Implement CLM



The solution that worked for Purolator, when previous CLMs were less effective, involved leaning into and leveraging existing technology. Bassan suggests other legal departments do the same. “Don’t assume a new CLM is the only answer — start by understanding what tools you already have and how they can work harder for you,” said Bassan. “A thoughtful, layered approach can drive real results without the overwhelm of a full-scale system overhaul.”

Patel agrees, suggesting that legal teams do an inventory of what they already have as part of a potential solution, before going for a full-on new CLM system. “Before jumping into a full-scale CLM, take a hard look at your current tools and processes and incorporate point solutions where needed,” he advised. “Often, a well-structured approach with the right mix of existing and new technology can be more effective, and more cost-efficient, than an all-in-one platform.”

Key Takeaways and Lessons Learned



When asked for one key lesson learned from their partnership, Patel cautioned that technology is only a part of the solution. “One key lesson is that technology alone isn’t a silver bullet; it’s the alignment of people, process, and the right tech that creates true transformation. Start small, measure success, and iterate,” he advised.

According to Bassan, “One of the biggest lessons was realizing that we didn’t need to over-

engineer the solution to get meaningful results” she said. “Focusing on the right problem, collaborating across teams, and keeping things simple helped us move faster and smarter.”

Patel echoed the legal operations leader’s thoughts, reinforcing the power in simplicity, even when dealing with something as complex as contract generation and management, and the technological solutions that come with finding a solution for your legal department.

“Simplicity and collaboration should be at the heart of any legal tech initiative,” said Patel. “When you align your team around clear objectives and use technology thoughtfully, you drive real, measurable value.”