ProcureAbility
a Jabil company



Driving Sustainable Commercial Value Through Strategic Contract Negotiation

How a Leading U.S. Commercial Bank Reduced Vendor Costs, Strengthened Contract Governance, and Improved Procurement Performance

CLIENT

Leading U.S. Commercial Bank

SECTOR

Banking & Financial Services

SOLUTION

Strategic Contract Management and Vendor Governance

Executive Summary

A leading U.S. commercial bank sought to improve commercial outcomes across its growing vendor portfolio while strengthening procurement governance in a highly regulated environment. Vendor contracts frequently renewed without strategic review, procurement was engaged too late in the purchasing process, and limited contract visibility reduced opportunities to negotiate favorable commercial terms and manage supplier risk.

ProcureAbility partnered with the client to lead a strategic contract renegotiation and procurement optimization initiative spanning more than 40 vendor agreements. By embedding procurement expertise within business and IT teams, implementing proactive renewal planning, and leveraging AI-enabled contract intelligence, ProcureAbility transformed procurement from a perceived bottleneck into a strategic business partner that accelerated vendor onboarding and improved commercial outcomes.

The nine-month engagement generated a 3x return on investment, standardized commercial agreements across 22 suppliers, and established sustainable contract management capabilities that continue to strengthen procurement performance.



Client Overview

The client is a leading U.S. commercial bank providing commercial banking and financial services to businesses and high-net-worth clients.

As technology investments expanded and vendor spending increased, the bank recognized the need to strengthen procurement governance, improve commercial discipline, and increase procurement involvement in strategic purchasing decisions.

ProcureAbility was engaged to provide strategic contract negotiation expertise while helping the organization establish more disciplined contract management and procurement practices across IT, software, professional services, and emerging technology categories.

Business Challenges

The organization managed a complex portfolio of technology, professional services, and operational vendors within a highly regulated banking environment. However, procurement processes lacked the structure and visibility needed to consistently maximize commercial value from supplier contracts.

Key challenges included:

- **Reactive Contract Renewals:** Vendor contracts were often reviewed only shortly before expiration, limiting negotiation leverage and increasing the likelihood of automatic renewals under existing commercial terms.
- **Limited Contract Visibility:** Critical contract information, including renewal dates, termination windows, pricing clauses, and notice requirements, was fragmented across multiple repositories, making proactive contract management difficult.
- **Late Procurement Involvement:** Business teams frequently engaged suppliers before involving procurement, reducing opportunities to negotiate pricing, optimize commercial terms, and challenge purchasing requirements.
- **Technology Spend Inefficiencies:** Software investments, including enterprise Salesforce licensing, had expanded without periodic usage reviews, resulting in excess licensing costs and underutilized technology assets.
- **Cross-Functional Coordination:** Procurement, IT, Legal, and business stakeholders operated independently, creating delays in contract execution and inconsistent supplier engagement.
- **Preparing for Emerging Technologies:** As the bank evaluated new AI solutions, procurement needed to establish commercial frameworks that balanced innovation with governance, compliance, and contractual risk.

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ProcureAbility Solution

ProcureAbility led a strategic contract renegotiation program designed not only to reduce costs, but also to strengthen contract governance, improve procurement discipline, and position the organization for long-term value creation.

Key elements of the solution:

- **Proactive Contract Lifecycle Management:** Introduced a proactive renewal strategy by initiating contract negotiations months before expiration, allowing sufficient time to evaluate supplier performance, assess alternatives, and negotiate from a position of strength.
- **Strategic Contract Renegotiation:** Renegotiated more than 40 strategic vendor agreements, securing improved commercial terms, reducing costs, standardizing PSA/MSA agreements, and negotiating fixed pricing and CPI protections that minimized future cost escalation.
- **Executive Stakeholder Partnership:** Embedded procurement within IT and business teams, partnering with executive leadership to drive earlier procurement engagement, accelerate vendor onboarding, and establish procurement as a trusted advisor in technology purchasing decisions.
- **Technology Spend Optimization:** Conducted a software inventory and utilization assessment to right-size Salesforce licensing, eliminate excess licenses, and strengthen the organization's commercial position ahead of contract negotiations.
- **AI-Enabled Contract Intelligence:** Leveraged the dSilo AI platform to extract key contract data, including renewal dates, notice periods, pricing terms, and critical clauses, creating a centralized contract repository that improved visibility, renewal planning, and contract governance.
- **Supporting Enterprise AI Adoption:** Supported the organization's initial enterprise AI adoption by negotiating commercial agreements for its first AI solutions, including anti-money laundering (AML) technologies, helping accelerate responsible AI adoption within a regulated financial services environment.

Results Achieved

The strategic contract renegotiation initiative delivered measurable commercial value while strengthening procurement capabilities and establishing a more proactive approach to vendor and contract management.

3X
Return on investment delivered during a nine-month engagement

40+
Strategic vendor contracts renegotiated

22
Master Service Agreements (MSAs) and Professional Services Agreements standardized

$629K
Combined savings and cost avoidance

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Value Delivered

Beyond delivering a 3x return on investment, ProcureAbility helped the client establish a more proactive, governance-driven approach to contract and vendor management, creating capabilities that continue to accelerate vendor onboarding and deliver commercial value beyond the engagement.

- **Established a proactive contract renewal approach,** improving planning, negotiation leverage, and commercial outcomes.
- **Improved contract visibility** through AI-enabled contract extraction using the dSilo platform, enabling proactive renewal planning and stronger supplier governance.
- **Optimized enterprise software investments** through data-driven Salesforce license rationalization.
- **Standardized commercial agreements** and strengthened vendor governance across strategic suppliers.
- **Changed stakeholder perception of procurement** by strengthening collaboration across Procurement, IT, Legal, and business stakeholders, positioning procurement as a trusted partner that accelerated vendor onboarding and strategic purchasing decisions.
- **Supported the organization's first enterprise AI initiative** while establishing procurement frameworks for responsible AI adoption.
- **Built stronger procurement capabilities** by embedding proactive contract planning and negotiation practices that continue to support future sourcing decisions.

Learn More

Discover how ProcureAbility's **Strategic Sourcing Solutions** help organizations maximize commercial value through strategic contract negotiation, vendor optimization, and stronger procurement governance.

About ProcureAbility

ProcureAbility, a Jabil company, is the leading provider of procurement and supply chain services, offering advisory, managed services, digital, and staffing and recruiting solutions. For 30 years, we have focused exclusively on helping clients elevate their procurement and supply chain functions.

We combine leading methodologies, analytics, market intelligence, and industry benchmarks with our uniquely flexible and customizable service delivery model. Global organizations of all sizes trust ProcureAbility to transform their procurement operations, drive growth, and reimagine what's possible.

Let ProcureAbility help you reimagine your procurement and supply chain capabilities.

For more information, visit us at: www.ProcureAbility.com.

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