



# eClosing Case Study

## Global Retail Chain Improves Commercial Real Estate Closing Process and Reduces Carbon Footprint with a Contract Management Solution from Twin Technologies, Inc.

### Opportunity

A global retail chain wanted to improve the efficiency of its commercial real estate closing practices, provide content sensitive visibility to those involved, and reduce the substantial paper trail and overhead of its paper-based system.

### Result

Twin Technologies, Inc. built a custom contract management solution that integrates the retail chain's current enterprise system and allows users to upload, review, and collaborate on documents related to a commercial real estate closing.

### Meeting a Monumental Challenge

When a global retail chain realized that its real estate closing process was time consuming and inefficient, it began researching solutions. The chain was concerned about reducing expensive document shipping costs as well as its carbon footprint. An existing document management system required substantial integration, and the sizeable number of internal and external users created major security risks to a mission-critical system dependent on processing over a billion dollars each year in commercial real estate for the chain.

Users demanded an application that was a streamlined version of their current workflow process to enable a higher level of productivity without requiring additional training. With over a million employees and annual revenues in the billions of dollars, the magnitude of such a project made development a challenge.

The chain turned to Twin Technologies for a contract management solution that could better manage its real estate closing process, now known as eClosing.

### Delivering

In six months, Twin Technologies built the eClosing solution on time and on budget. The intuitive contract management system allows different departments to collaborate on documents, permits users to add and modify data according to their roles, streamlines the approval process, and allows for e-signatures.

When delivered, the eClosing solution produced a return on investment within six months of its launch.

### Methods of Management

The eClosing application resides on a web server that allows access to the documents needed, both inside and outside the firewall. As documents are updated, PDFs are created, saved and assigned to Documentum. The solution provides an appealing and intuitive user interface that has increased application adoption and improved efficiencies for the chain.

### Technologies Used

- Adobe LiveCycle
- Adobe Flex
- Documentum
- Hibernate
- Spring

### About Twin Technologies, Inc.

As a software systems integration firm, Twin Technologies has built its reputation on two pillars of business. First, we develop products on behalf of clients, be they government, Fortune 500 new lines of business, or startups. Second, we perform consulting services against existing enterprise applications within the same client set.

#### Contact Us

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