



Melbourne Airport automates contract management with a centralised system that empowers employees

Fifty years after it was first opened, Melbourne Airport welcomes over 34 million passengers a year, with that number expected to reach 60 million per year by 2033. More than 14,000 people currently work at the airport, in industries as diverse as aviation, hospitality, freight and logistics, transport and retail.

Melbourne Airport is owned and operated by Australia Pacific Airports Melbourne Pty Limited (APAM).

Background

Melbourne Airport was storing contracts in multiple locations including physical copies and in various siloed software solutions. The airport's Legal department would often have employees approach them when a contract was close to expiry and they would have to carry out intricate procurement processes within tight timeframes.

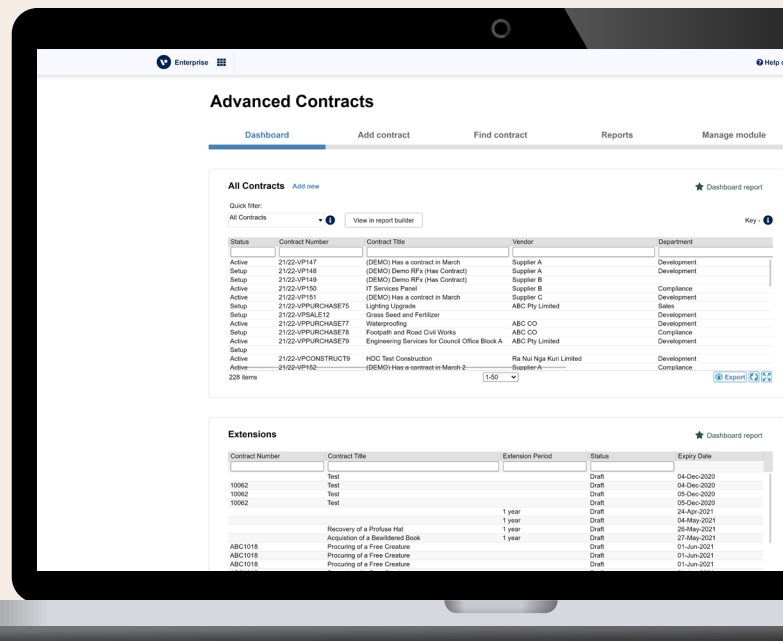
Experience of this unstructured approach helped the business to identify the urgent need for a centralised and automated contract management solution. The aim was to replace the manually monitored contract system, which made compliance and auditing difficult, with digital tracking and task automation. In short, a contract repository and notification system for electronic copies of signed contracts.

A digitised solution

VendorPanel's Contract Management solution takes into account all relevant approvals and workflows, ensuring that contracts are completed in compliance with Melbourne Airport policies. In addition, all contracts can now be stored in a centralised location so employees no longer have to find physical copies of contracts or search through spreadsheets or standalone databases.



Automated reminders can be set for contract expiry dates which results in better time planning and prevents missed deadlines. The system standardises all contract generation and provides full lifecycle management. It leads users step-by-step through the correct procedure to follow in any given scenario and creates an airtight digital record.





Legal and compliance issues taken care of

With VendorPanel Contract Management, the airport's legal department has a greater capacity to focus on complex and large-scale contracts by being freed from minor and administrative issues. To make life easier for the Legal team and to regulate contracts, auto-population of certain template contracts was introduced. These templates are pre-approved by Legal for internal employees to use for small contracts, and by digitally generating the contract, time is saved and errors reduced.

With a fully transparent process that records every action, the airport gains greater compliance, a secure audit trail and whole lifecycle visibility of the contract workflow. Standardised procedures encoded into workflows provide the airport with assurance that good governance is adhered to.

Cloud hosting provided Melbourne Airport with a solution that is easily scalable, with enterprise-grade data security.

Supplier and employee self-sufficiency

The solution has allowed users to become self-sufficient, thanks to easy-to-follow guided processes. This increase in employee empowerment has made staff members less dependent on the Legal department for smaller contracts, which has led to greater efficiency across the organisation.

A portal allows vendors to access areas of the system that pertain to them, allowing them to 'self-service', for example, to provide insurance certificates and to track KPIs and milestones. The portal has placed responsibility for compliance back on to vendors, reducing the admin burden on airport staff, saving valuable time and ensuring greater accuracy.

“VendorPanel provides Melbourne Airport with a complete, user friendly, end to end product that suits our diverse business operations – we have worked closely with the team and are very proud of the outcome.”

- Melbourne Airport

VendorPanel Contract Management is a powerful, proven platform that is widely used across industry sectors. It addresses common challenges by:

- Automating contract creation, approvals and management
- Improving visibility and process times
- Helping you manage supplier performance, compliance and risk
- Delivering an easier, more efficient experience to your contracted customers.

