



Has Your CLM Become Shelfware?

Shelfware (**n**); old, clunky software that is not built to address modern problems. Becomes so associated with frustration and problems that users refuse to use it.

Do you remember when we all used dial-up to access the internet? You'd sit there and listen to the iconic screech of its connecting tone and still have to wait three hours to download exactly three fourths of an NSYNC song. No wonder we left DSL in the dust in favor of Wi-Fi and ethernet cables.

The alternatives to DSL were better, faster, and made our lives easier. DSL, for the betterment of society and our collective mental health, effectively became shelfware, a relic of the past whose user experience was so frustrating that no one today would willingly use it in any setting let alone a business one.

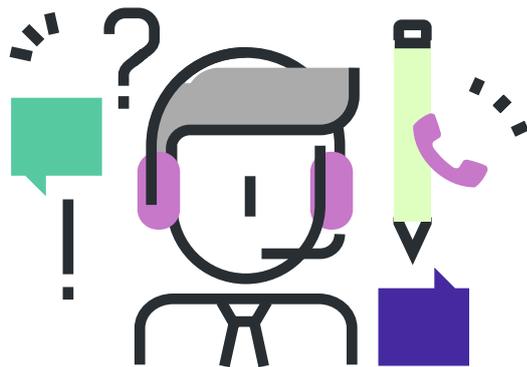
If you wouldn't want DSL for your company, then why continue to use a shelfware "solution" for your contracts? When you are using CLM shelfware, your business can struggle to be productive, adjust

to changes, and take advantage of contract data. Not only that but shelfware puts you at risk too. When people do not like something, they don't use it whether it's a phone, an article of clothing, or even a CLM solution. However, when people don't use their CLM solution, all sorts of legal risks and costs can be introduced.

But don't just take it from us. There are so many criticisms from CLM shelfware "users" that clearly show there have to be better options out there than your current outdated CLM system. Here are **seven of the most common complaints** from people who are stuck with CLM shelfware and how a modern CLM solution can help.

— Complaint 1:

**POOR CUSTOMER
SUPPORT AND
COMMUNICATION**



“We have an issue that customer support can reproduce but refuses to provide a fix. It makes us feel like our issue is not big enough for them to address.”

– Shelfware Client

Have you ever been on hold for three hours just to have a snarky person who seems to not like people answer the phone? It makes you feel frustrated and even defeated. You spent your precious time – a critical resource that you can't get back – and you are met with something that is more customer deterrent than customer service.

Rescued CLM shelfware clients often describe how they felt like they were dealing with corporate robots, not people, when they needed to talk to anyone about their legacy CLM. Being abandoned by your CLM customer support is a waste of time and is a sign that the software isn't able or willing to flex to your needs.

Customer support and communication is no laughing matter. If [bad communication between employees can cost upwards of \\$26,000 a year per person due to lost productivity](#), what does bad communication with a vendor cost you? A lot, not just in money but in time, productivity, and efficiency. Not being able to communicate problems or what you need just breeds frustration and erodes productivity. Customer support that takes an eternity

to get back to you or makes you jump through hoops to get help is something best left behind.

Modern CLM solutions like Malbek know that communication should be open, clear, and easy. We know that communication is the first thing a customer notices and really sets the stage for a working partnership. At Malbek, our customer-centric team works with you to address any issues quickly so you can get back to doing what you need to do. Unlike shelfware CLMs, we aren't robots who don't care and waste your time. We want you to be productive and succeed and working closely with you as a team helps to make that happen. In fact, one customer put it like this: "I do NOT recall the MALBEK team ever saying "no" to our requests!"

Don't let shelfware support make you feel miniscule or leave you in the dust. White-glove, customer-focused CLM solutions, like Malbek, are ready to help you set aside your shelfware for good.



— Complaint 2:

**TRICKY USER
INTERFACE**



“The additional steps and buttons they force you to push are frequently onerous, and it falls significantly short of intuitive.”

– *Shelfware Client*

Clunky, complex, and confusing: the three Cs of a bad user interface (and the motivational poster for CLM shelfware). According to an [experiment done by Microsoft](#), complaints about cluttered pages and unnecessary steps are not a laughing matter. By just adding a few drop-down menus instead of a blank form, they projected a company could save more than \$15,000 a year in regained productivity.

A streamlined user experience is one of the keys to efficiency when using a CLM. But many CLM shelfware user interfaces are cluttered and clunky. Not only that, but many are built with disregard for the average user. If an average person is going to be using the CLM, the user experience shouldn't be built exclusively for people with a computer science degree.

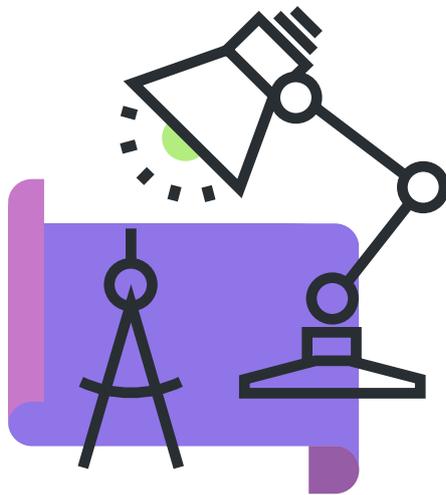
Spending time out of your day to try and find the search bar or pull up a contract is time wasted. And users who see something as inefficient or not worth their time tend to abandon the software-turned-shelfware altogether and do their own thing. This means that your contracts might be rogue and floating around in someone's hard

drive just waiting to cause legal trouble.

A modern CLM should be easy to use, not spur frustration like shelfware. That's why Malbek software was built on customer-centric principles. Searches in your contract repository should be as easy as searching on Google or Amazon: simple, intuitive, and effortless. We don't include unnecessary steps because, just as the Microsoft experiment concluded, we know seconds spent hunting for something add up and cost you and your team. A modern CLM solution should be able to hit the ground running and be a delight for the customer to use.



— Complaint 3:
**REQUIRES
TRAINING TO USE**



“Our solution started failing because we did not know how to grow the tool with our business.”

– Shelfware Client

Did you ever have to learn how to use Google or Amazon? Probably not. Both websites are built to be intuitive for any user so everyone can have a pleasant experience and get what they need quickly. Now think about any past experiences with tech that was not so intuitive. Having a tool in front of you, like a CLM solution, and not being able to use it is a nightmare.

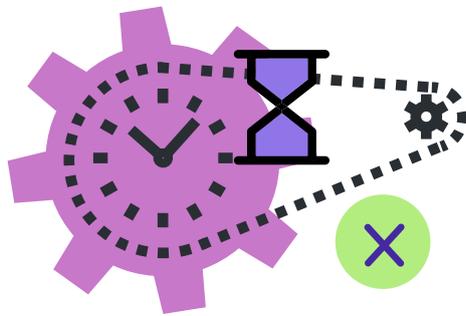
With other leading CLM solutions, it can take weeks or even months to learn how to use it. Every second spent in training reduces the ROI of your CLM solution. In addition to that, the benefits of the software are lost because you can't benefit from something you don't know how to use. How can anyone author, negotiate, and manage contracts faster and more accurately with their contract management solution if they can't figure out how to use it? As an additional risk, not knowing how to use a CLM system means mistakes can be made and you can have exposure to costly legal and procedural consequences.

Put your hard-to-use CLM back on the shelf and go for an easy to use solution like Malbek. Our user interface is intuitive; it's built to feel and drive more like a consumer

product, such as Google, rather than a business one. This allows for users to quickly get the hang of the software and start benefiting from it in a much shorter time than with other older CLM solutions. If you find you do need help, we have a searchable online library of tutorials that you can access at any time. There are also customized training sessions available for any user that needs a more hands-on approach to learning.

— Complaint 4:

**PAINFULLY
SLOW SYSTEM**



“Generating documents seems to take an eternity. Especially in today’s I-want-it-now digital world.”

– Shelfware Client

This shelfware client is right. “I want it now” is the approach to doing everything these days. No one wants to wait for a search to render or a report to run, nor should they have to considering today’s technical capabilities. Every second spent waiting is cutting into your productivity and ultimately your output.

Older CLM shelfware is often buggy and slow because, much like an old phone, updates and retrofitted features cause lag when not managed properly. And since we already know that customer service is poor at best for the shelfware in question, chances are the problem will never be addressed or fixed. Two of [the priorities of legal departments today](#) are to maintain effectiveness and increase efficiency, but CLM shelfware directly hinders progress in both categories.

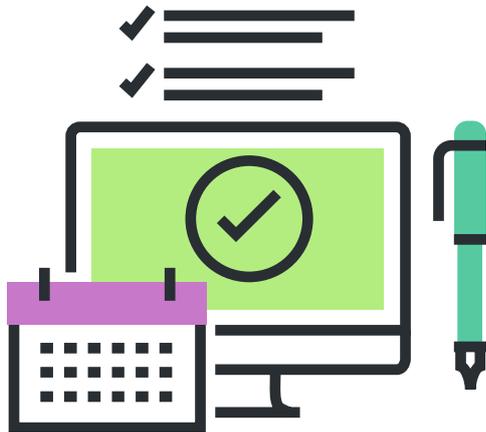
We replaced DSL because it was slow. Similarly, better and more efficient solutions are out there to replace slow CLM shelfware. Fiddling around with settings and waiting for reports should be a thing of the past, and a modern CLM solution can help with that.

Malbek searches are optimized to be lightning quick and easy to complete so you can get what you need and use it now rather than wait around like with old CLM shelfware. Purpose-built with cloud technology in our DNA, Malbek’s speed and security is second to none, enabling speedy retrieval of the data in your agreements and execution of the contract lifecycle.

Intelligent authoring tools are built to automate the contract process so your time can be used most effectively rather than completing repetitive and tedious tasks. So, when you need a contract now, you get it now, not an eternity later. On top of that, system speed for document editing, workflows, and analytics will never degrade over time whether you have 1,000 contracts or 100,000 contracts.



— Complaint 5:
UPDATE LAG



“I can’t tell if my CLM is helping us because we are 13 releases behind.”

– Shelfware Client

If you are not using the most current version of your CLM system, you are losing out on the benefits of the latest updates. But in reality, the reason you may not be on the latest version is very likely not your fault.

to enjoy the latest features in a new release. And you don't have to pay for them!

Why choose a band-aid when you could have a real solution?

For on-prem solutions with a high degree of customization, updating your code line is very likely a time-consuming and costly endeavor. That's right. In all probability, you will have to pay your CLM shelfware vendor to be "upgraded" to the newest (and still slowest) version. The problem is all that custom code easily breaks with upgrades, and you will spend the beginning weeks of the new release troubleshooting bugs. That's neither efficient nor effective.

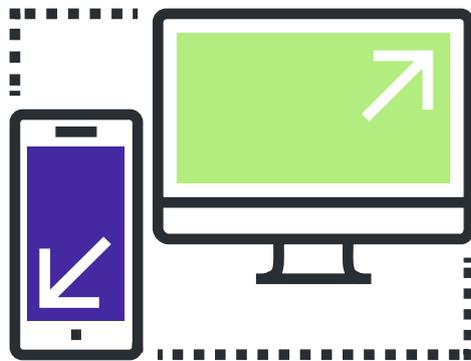
With Malbek you never have to worry about your upgrades. Because we are a cloud solution, all our users are always on the latest version.

In addition, because our solution is highly configurable by the business user, not a technical expert, you never have the headache of custom code lines that might break with the latest release. Product updates are seamless and automatic (just like you experience with your smart phone), ensuring that you always get



— Complaint 6:

IMPLEMENTATION ISSUES



“Implementation was done poorly. We feel we could have just installed the package and implemented it ourselves and saved money.”

– Shelfware Client

A CLM solution that is hard to implement isn't a solution. It's a headache. CLM shelfware can have a laundry list of problems. Implementations are resource intensive. This means that, if not properly done, they can take huge amounts of time and intense IT support.

Compounded by poor customer service and communication, working with IT and the vendor is more like going back to using DSL – frustrating, slow, and something you'd rather avoid at all costs.

Despite customer service being sub-standard at best, the implementation services costs can accumulate quickly with many resources needed to get your new software going. And when some implementations can take upwards of a year, those costs can be substantial. Plus, if the scope of implementation is mismanaged, it can easily become a financial and productivity drain.

This is a common issue experienced by shelfware clients. Unfortunately, many CLM shelfware options leave a bad taste because they are so challenging for the customer and seem to ignore the fact that most companies don't have unlimited resources.

In contrast, Malbek's CLM solution is known for its efficient and fast implementations. As just one example, we deployed our solution to an entire global enterprise software company during COVID-19 lockdown in less than three months (true story!). You can hit the ground running with our intuitive user interface; a minimal learning curve lets you benefit as soon as possible. And self-service tools mean you don't have to wait any length of time to configure the software just the way you want it. We put the power back in the business users' hands.



— Complaint 7:

**ALL CUSTOMIZATION
AND NO
CONFIGURATION**



“Without a lot of customization, it’s not easy to use if you are not an administrative user.”

– Shelfware Client

Customized CLM solutions sound great until you look at the associated price tag and ongoing maintenance. On top of that, customizing takes time to do and significant IT support. Unless you are a company with an unlimited budget and timeline, customization will jam you up every time.

The experience of the shelfware client above is unfortunately far too common. Many long-time CLM vendors make it hard to use their solution in the way that you need without customizing the experience. OK then, what about configuring the software instead? Unfortunately, those same leading CLM vendors allow for configuration to be just as painful as customization. A user has to jump through hoops to get the software just the way they need it.

Configuring shelfware to handle the complexity of your everyday tasks takes a lot of effort and time, which would be better spent growing your business. Ask yourself this. Does your CLM take lots of time and money to get it how you want it? If so, you might be using CLM shelfware instead of a modern solution.

Next-generation CLM solutions recognize the value of empowering

the business user with self-service configuration tools. Unlike customization, configurable CLM solutions, like Malbek, have a low total cost of ownership (TCO) while saving you time.

In today's consumer-centric world, there is no reason for barriers to you, the business user, configuring the system yourself. Despite what you might experience with CLM shelfware, we believe that configuration should be painless and easy.

At Malbek, we know that the person who knows what your company needs most is you. That's why we provide self-service configuration tools that make it very simple for you to set the system up the way you want it. No more three-hour IT calls and months of waiting. Our CLM solution is ready for you out of the box with minimal effort on your part.

