

Contract Digitization: Orchestrating 'Last-Mile' Process Automation for 30% Faster Contracting Turnaround

Implementation Partner: Mokxa Technologies | Customer: Allied Benefit Systems

ABOUT PARTNER

Mokxa helps enterprises, governments, and startups to innovate rapidly and execute relentlessly to transform every IT decision into transformative business impact.

With advanced capabilities like rapid solutions development and operational optimization, leveraging AI and emerging tech, we bridge the gap between innovation and implementation.

CUSTOMER AT A GLANCE

Allied Benefit Systems is a national healthcare solutions company. Founded in 1980, they have grown to be the largest, independent third-party insurance administrator in the United States.

In their Administrative-Service Only (ASO) business, they manage self-funded employee health plans that demand precise coordination between sales, pricing & compliance teams to meet SLAs and improve performance guarantee.



Industry:
Insurance



Firm Size:
501-1,000 employees



Country:
United States



30%
Time Savings
Per Contract



50%
Productivity
Boost



Scalable
To handle peak
renewal spikes

CHALLENGES

- Allied's growth was hindered by "siloes automation," where disconnected technologies handled contracting, document generation, and signatures separately
- Customer data were trapped in silos, forcing teams to manually bridge the gap between a finalized sale and a signed contract
- Process bottlenecks and tech debt slowed down turnarounds, increased exposure to compliance risks and costly errors in financial rate sheets
- This "last-mile" friction became a liability that couldn't scale with their aggressive ASO market expansion

SOLUTION

Contract Digitization was achieved by Mokxa Technologies for Allied Benefit Systems using Joget, to orchestrate 'last-mile' process automation, enabling 30% faster turnaround.

Empathetic Listening

- Engaged with Allied's business units to understand the friction between finalized rate sheets and health insurance contracts
- Captured the explicit business need for a "low-touch" contract delivery process that empowers sales while maintaining compliance integrity
- Identified that transformation required stitching together pricing, onboarding, and contracting systems to drive faster sales cycles and stronger compliance

Insightful Visioning

- Enabled full workflow automation stitching contract customization, generation, approval, signature, and legal finalization into a cohesive digital thread
- Used Joget as an integration fabric to unify disparate tech tools with real-time collaboration, and user-friendly touch-points
- API-first approach designed to work with existing tech stacks (like Gavel & DocuSign) to guarantee minimal disruption to the ASO lifecycle

Relentless Execution

- Engineered the instant transfer of validated data from onboarding systems into the contracting engine
- Dynamic contract generation that transforms customer data into customized, compliant benefit contracts with full audit controls
- Enabled legal finalization that automatically connects digital contracts to eSignature for sign-offs
- Created a transparent "source of truth" providing both Allied and its clients instant access to their partnership

RESULTS

- ✓ 30% time savings per contract through automated contract generation and workflow digitization
- ✓ 50% productivity improvement for teams managing contract processing and approvals
- ✓ Scalable operations capable of handling peak contract renewal volumes without additional hiring
- ✓ Minimized human errors across thousands of generated contracts through standardized automation
- ✓ Accelerated revenue realization by accelerating contract turnaround and approval cycles