

Smart Commitment Management with CLM: Lessons from Lands' End

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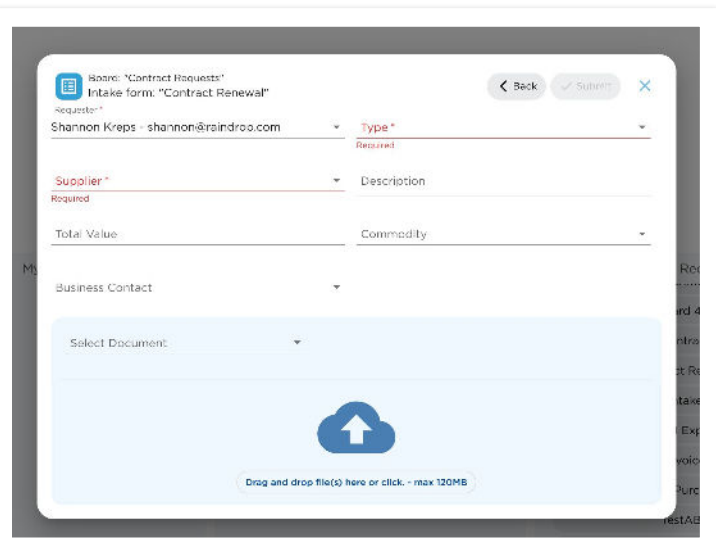
EXHIBITOR BIG IDEAS

Key Challenges

- **Fragmented information** spread across spreadsheets, emails, and shared drives
- **Manual, time-consuming processes** that slow approvals and create bottlenecks
- **Limited visibility** into active contracts, renewals, and upcoming commitments
- **Increased risk exposure** from missed renewals, inconsistent reviews, and knowledge silos
- **Lean teams under pressure** supporting the entire organization with fewer resources
- **Constant change and uncertainty** from tariffs, ERP transitions, and shifting business priorities

These challenges make it clear: managing spend isn't enough—retailers need to manage commitments. #NRF2026

Managing Commitments



The screenshot shows a web-based form titled "Board: 'Contract Requests'" and "Intake form: 'Contract Renewal'". It includes a "Requester" field with the name "Shannon Kreps" and email "shannon@rainindoo.com". There are dropdown menus for "Type*" (with a "Required" label), "Supplier*" (with a "Required" label), "Total Value", and "Commodity". A "Business Contact" dropdown is also visible. At the bottom, there is a "Select Document" dropdown and a large blue cloud icon with an upward arrow, indicating a file upload area. Below the icon, it says "Drag and drop file(s) here or click. - max 120MB". Navigation buttons "Back" and "Submit" are in the top right corner.

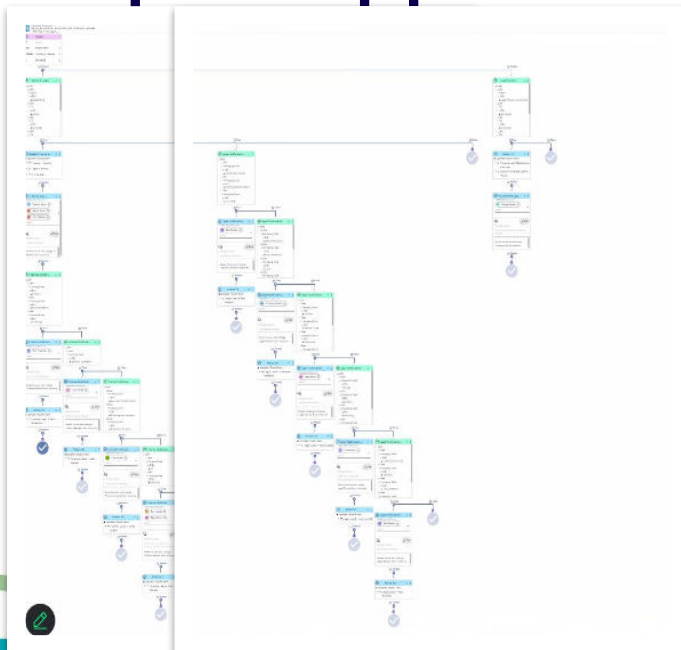
Types of Requests

- New Capital Requests
- Contract Renewals
- Travel Requests

Intake Request

- Configured Form
- Captures all relevant information

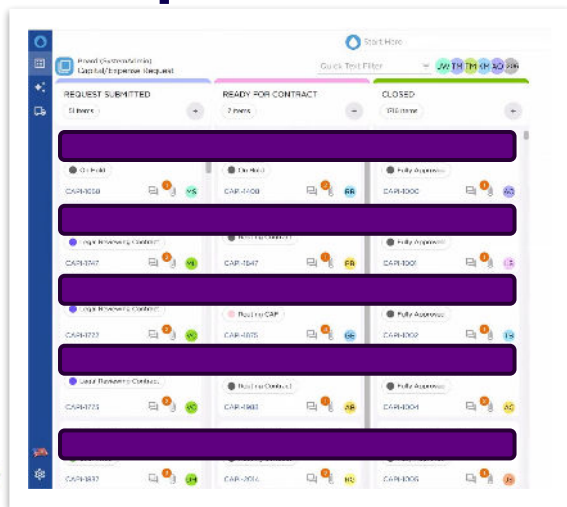
Complex Approval Notifications



Routed through:

- Procurement
- Finance
- Legal
- IT Security
- Business Stakeholders

Complete Visibility



- Visibility into Status, Tasks, and Dependencies
- Includes documents, communication and internal notes
- Consistent process and Complete audit trail

NRF '26 RETAIL'S BIG SHOW

EXHIBITOR BIG IDEAS



Board (SystemAdmin)
Capital/Expense Request

Quick Text Filter

Spending: \$0 \$10K \$20K \$30K \$40K \$50K \$60K \$70K \$80K \$90K \$100K

Savings: \$0 \$10K \$20K \$30K \$40K \$50K \$60K \$70K \$80K \$90K \$100K

Avoidance: \$0 \$10K \$20K \$30K \$40K \$50K \$60K \$70K \$80K \$90K \$100K

Request Submitted

ID	Project Description	Contract	Effective Date	Total Value	End Date	Contracts	Revenue of Expense	Renewal type	Project Name	Master Project Text Entry	Status	Attachments	CRIR	CRIR	Supplier	Commodity	Requester's Email	Requester	Business Contact	SPR/VP	Marketing Director	Funding Director	Legal Lead	Procurement Lead
CARL-1866											On Hold													
CARL-1747											Legal Reviewing Cor													
CARL-1772											Legal Reviewing Cor													
CARL-1773											Legal Reviewing Cor													
CARL-1837											Submitted													
CARL-1877											Legal Reviewing Cor													
CARL-1921											Submitted													
CARL-1938											Legal Reviewing Cor													

Baseline Spend: \$0.00 Forecast Savings: \$0.00 Forecast Avoidance: \$0.00

Ready For Contract

ID	Project Description	Contract	Effective Date	Total Value	End Date	Contracts	Revenue of Expense	Renewal type	Project Name	Master Project Text Entry	Status	Attachments	CRIR	CRIR	Supplier	Commodity	Requester's Email	Requester	Business Contact	SPR/VP	Marketing Director	Funding Director	Legal Lead	Procurement Lead
CARL-1409											On Hold													
CARL-1847											Routing Contract													
CARL-1875											Routing CAF													
CARL-1988											Routing Contract													
CARL-2014											Routing Contract													
CARL-2023											Routing CAF													
CARL-2051											Routing CAF													

Baseline Spend: \$0.00 Forecast Savings: \$0.00 Forecast Avoidance: \$0.00

Closed

ID	Project Description	Contract	Effective Date	Total Value	End Date	Contracts	Revenue of Expense	Renewal type	Project Name	Master Project Text Entry	Status	Attachments	CRIR	CRIR	Supplier	Commodity	Requester's Email	Requester	Business Contact	SPR/VP	Marketing Director	Funding Director	Legal Lead	Procurement Lead
CARL-1000											Fully Approved													
CARL-1001											Fully Approved													
CARL-1002											Fully Approved													
CARL-1004											Fully Approved													
CARL-1005											Fully Approved													
CARL-1006											Fully Approved													
CARL-1007											Fully Approved													
CARL-1008											Fully Approved													

Baseline Spend: \$0.00 Forecast Savings: \$0.00 Forecast Avoidance: \$0.00

#NRF2026

NRF '26 RETAIL'S BIG SHOW

EXHIBITOR BIG IDEAS

Board (SystemAdmin) Operations

Quick Text Filter

Backlog

ID	Status	Sourcing Events	Supplier	Commodity	Supplier Contact	Reseller	Lease Location	Sensitive Data	Description	Owner	Assigned Owner	Managing Dept	Sourcing Agent
PL01-635	Not Started		ABC Assen						ABC renewal	MJ Mayank Joshi	IT		Nabil Ta
PL01-705	Not Started		InFor500 c	Marketing ...					Booth Setup	MJ Mayank Joshi			WK Ward Ka
PL01-706	Not Started		Raindrop S	Marketing ...					booth management	WK Ward Karson			WK Ward Ka
PL01-712	Not Started		Raindrop S	Custodial ...					Document Manager	MJ Mayank Joshi			WK Ward Ka
PL01-757	Not Started		sapodila	Contingen...					new purchase	BB Bob Buterbaug			
PL01-762	Cancelled								Where can I find the				
PL01-765				Custodial ...					Create and order				
PL01-766	Not Started			Marketing ...					marketing services f				

Baseline Spend: \$38,070,277.39 Forecast Savings: \$81,340.00 Forecast Avoidance: \$76,400.00 Rows: 158 Selected: 1

Assigned

ID	Status	Sourcing Events	Supplier	Commodity	Supplier Contact	Reseller	Lease Location	Sensitive Data	Description	Owner	Assigned Owner	Managing Dept	Sourcing Agent
PL01-591	Negotiations		Dell Techni	Hardware ...					Dell support renewal	NT Nabil Tamer			Nabil Ta
PL01-605	Intake		Raindrop S	SaaS	MJ Mayank Jos				SaaS Services	MJ Mayank Joshi			WK Ward Ka
PL01-616	Intake	133	Microland						Blue hammer		Facilities		
PL01-658	RFX	297	ABC Assen	SaaS					sas	MJ Mayank Joshi			WK Ward Ka
PL01-707	Not Started		InFor500 c	Facilities S...					Lab testing services	DC David Cravens	Engineering		WK Ward Ka
PL01-726	Intake			SaaS					contract solution for	MJ Mayank Joshi			WK Ward Ka
PL01-799	Cancelled			Cont...	Cy				Need funding to do i	TV Travis Vasceair			
PL01-800	Not Started	665	Solid dba C	Cont...	Ing				Need funding to do i	TV Travis Vasceair			

Baseline Spend: \$7,660,278.30 Forecast Savings: \$588,336.00 Forecast Avoidance: \$185,500.00 Rows: 50

Board form PL01-635: Operations

Ward Karson 07/18/2023 7:11:23 AM
@Robby Shepard can you please support my needs to purchase this widget? I need it by next Friday.

Ward Karson 02/20/2023 7:48:29 AM
@Kareej Salvenkar thanks for getting this RFP started. I'd hope to have it wrapped up in three weeks from today.

Type your message... (enter to send)

#NRF2026

EXHIBITOR BIG IDEAS

Management at Scale

Annual Processing Requests:

- ~350-450 Travel Requests
- ~500 - 600 Capital & Expense Requests
- ~300-400 Renewal requests

Approximately ~4,500 Contracts

- Largest categories include IT, Software and Professional Services
- Facilities, including distribution centers
- Marketing contracts

EXHIBITOR BIG IDEAS

Why Raindrop

- **Single source of truth** for contracts, renewals, and financial commitments
- **Faster decisions with built-in governance** across Procurement, Finance, Legal, and IT
- **Reduced risk** through consistent workflows, audit trails, and renewal visibility
- **More capacity for lean teams** by eliminating manual routing and status chasing
- **Better data and insights** to identify bottlenecks, improve cycle times, and negotiate smarter
- **Future-ready foundation** for AI-driven contract analysis and proactive risk management

*More than managing costs—it's
managing commitments with
confidence. #NRF2026*

EXHIBITOR BIG IDEAS

VIP Night at Tao Downtown

Sunday, January 11th

6 PM - 9 PM

92 Ninth Avenue at 16th St.

New York, NY 10011

hello@raindrop.com



Kick off NRF in style with Raindrop!

Join us for an evening to mingle with peers shaping the future of commitment management, because when commitments are clearer, retailers are stronger.



EXHIBITOR BIG IDEAS

Thank you!

Let's connect



linkedin.com/company/raindropsystemsinc



Booth 4140

Level 3



Raindrop.com

LandsEnd.com



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Ward@Raindrop.com

Duane.Walz@Landsend.com

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