

Smart Commitment Management with CLM: Lessons from Lands' End

Duane Walz

Senior Director,
Enterprise Procurement
Lands' End

Ward Karson

Co-Founder & COO
Raindrop Systems

Shannon Kreps

VP Marketing
Raindrop Systems

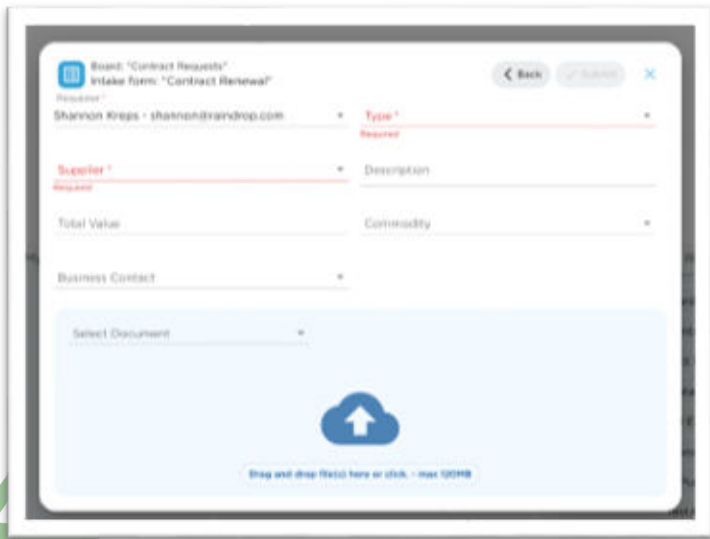
EXHIBITOR BIG IDEAS

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

A screenshot of a web-based intake form titled "Board: 'Contract Requests'" and "Intake form: 'Contract Renewal'". The form includes fields for "Requester" (Shannon Krieps), "Type" (Renewal), "Supplier" (Renewal), "Description", "Total Value", "Commodity", and "Business Contact". At the bottom, there is a "Select Document" dropdown and a large blue cloud icon with an upward arrow, indicating a file upload area. A note at the bottom states "Drag and drop files here or click. - max 10MB".

Types of Requests

- New Capital Requests
- Contract Renewals
- Travel Requests

Intake Request

- Configured Form
- Captures all relevant information

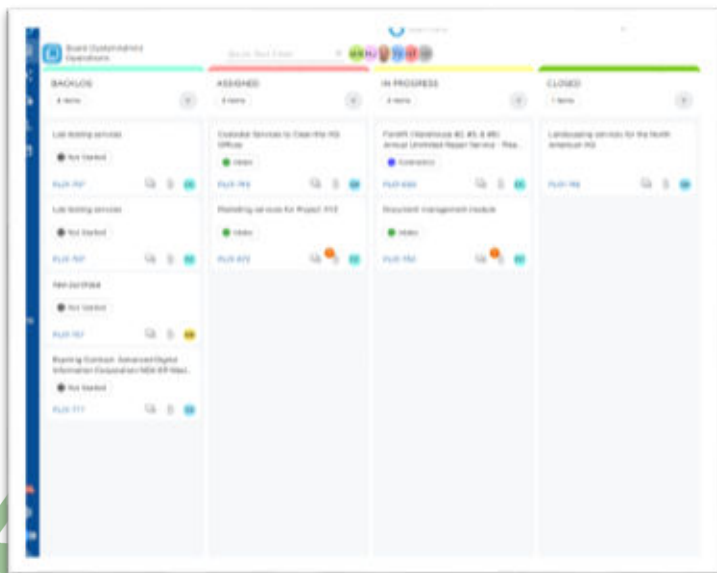
Complex Approval Notifications



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

stgraindrop.com/board/14/view=personal&chat=open&chatType=board_item&id=PL01-635

Start Here

Quick Text Filter

Board (SystemAdmin) Operations

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 Tar
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		sapodilla	Contingen...					new purchase	BB Bob Buterbaug			
PL01-762	Cancelled								Where can I find the				
PL01-765	Not Started			Custodial ...					Create and order				
PL01-766	Not Started			Marketing ...					marketing services fi				

Baseline Spend: \$38,070,277.39 Forecast Savings: \$81,240.00 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 Techn	Hardware ...					Dell support renewal	NT Nabil Tamer			Nabil Tar
PL01-605	Intake		Raindrop S	SaaS	MJ Mayank Jor				SAAS Services	MJ Mayank Joshi			Wk Ward Ka
PL01-616	Intake	133	Microland						Blue hammer		Facilities		
PL01-658	RFX	297	ABC Assen	SaaS					saas	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 Vascearr			
PL01-800	Not Started	665	Solid dba C	Cont...	Inc				Need funding to do I	TV Travis Vascearr			

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

Chat messages:

- Ward Karson 03/16/2023 7:11:23 AM
- @Robby Shepard can you please support my needs to purchase this widget? I need it by next Friday.
- Ward Karson 03/20/2023 7:48:29 AM
- @Neeraj Salwankar thanks for getting this RFP started. I'd hope to have it wrapped up in three weeks from today.

#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*

What about AI?

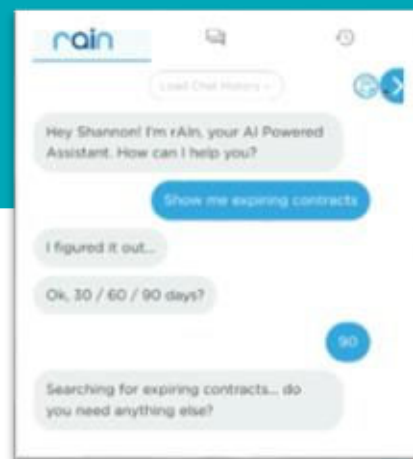
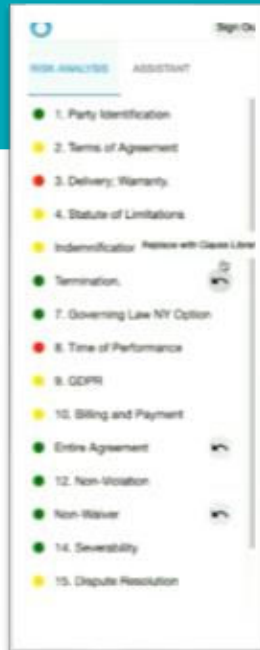
Now

- Gen AI Contract Authoring
- Risk Analysis
- Contract Summarization
- One Click NDA

Next

Analyze contract at scale

3rd party risk including Tariff



EXHIBITOR BIG IDEAS

Thank you!

Let's connect



linkedin.com/company/raindropsystemsinc



Booth 4140

Level 3



Raindrop.com

LandsEnd.com



Shannon@Raindrop.com

Ward@Raindrop.com

#NRF2026