

Guide

The Workday Legal Operations Guide to Contract Intelligence

Part 3



Table of Contents

Act On Your Data	3
The Challenge	3
The Numbers Framework: From Data To Decision	4
Metrics That Matter	5
Highlight Quick Wins With Data	6

Act on your data.

By Kristi Johnson, Program Manager, Legal Operations, Workday



Contract data is everywhere, scattered across inboxes, desktops, and shared drives. But abundance is not the same as clarity. **Legal teams are not short on information, they are short on insight.**

Pages of aggregated reports mean little until they answer the one question executives care about: What does this mean for the business?

The challenge.

Without clear metrics, contract data remains trapped—difficult to interpret, harder to act on. The result is more than inefficiency; it is measurable business loss.

23%

of enterprises report revenue leakage tied to contract mismanagement¹,

from missed renewals, unenforced terms, and obligations overlooked.



This lack of clarity leaves legal at risk of being viewed as a cost center rather than a strategic partner. To shift that narrative, legal operations teams must turn contract data into contract intelligence—insights that drive faster decisions, prevent revenue loss, and prove business value.



The numbers framework: from data to decision

Numbers only matter if they change how the business makes decisions. To transform raw contract data into actionable insights, follow this four-step framework:

- 1 Track what matters:** Start with metrics tied to business goals, not just legal volume. Focus on cycle time, missed renewals prevented, revenue growth, and hours saved.
- 2 Visualize clearly:** Dashboards and reports should be easy for executives to scan in seconds. Highlight trends, exceptions, and progress toward targets.
- 3 Share broadly:** Don't keep metrics within Legal. Share broadly with finance, procurement, and business leaders so they see how Legal supports their priorities.
- 4 Iterate continuously:** Use feedback loops to refine metrics. If a KPI does not resonate with leadership, adjust until it does.

Key takeaway: Do not measure everything. Choose metrics that prove Legal's value and tell the story of Legal as a strategic enabler.

[1] Workday Contract Intelligence Index Report

Track



Cycle time

Missed renewals prevented

Revenue growth

Hours saved

Visualize

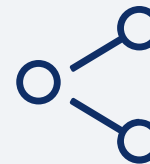


Highlight trends

Exceptions

Progress toward targets

Share



With Finance

With Procurement

With Business Leaders

Iterate



Use feedback loops

Refine metrics

Adjust KPIs

Metrics that matter.

Data is only powerful if it drives action. Resist the urge to drown in dashboards and focus on 3–5 KPIs that show measurable business value. For contract intelligence, we recommend the following:

- ✓ **Clause or obligation coverage rate.** Percentage of contracts successfully analyzed for key clauses or obligations. It's a visibility metric that shows how thoroughly CI is applied.
- ✓ **Missed renewal prevention.** How many vendor autorenewals were caught early? Each one is direct savings.
- ✓ **Hours saved through automation.** Translate efficiency into capacity returned to the business (e.g., 150 hours saved this quarter = 3 FTE weeks).
- ✓ **Insights acted on.** The number or percentage of surfaced risks, obligations, or opportunities that led to concrete business action. This shows impact, not just activity.
- ✓ **Adoption rate by business users.** Document proof that contract intelligence is being used beyond Legal.

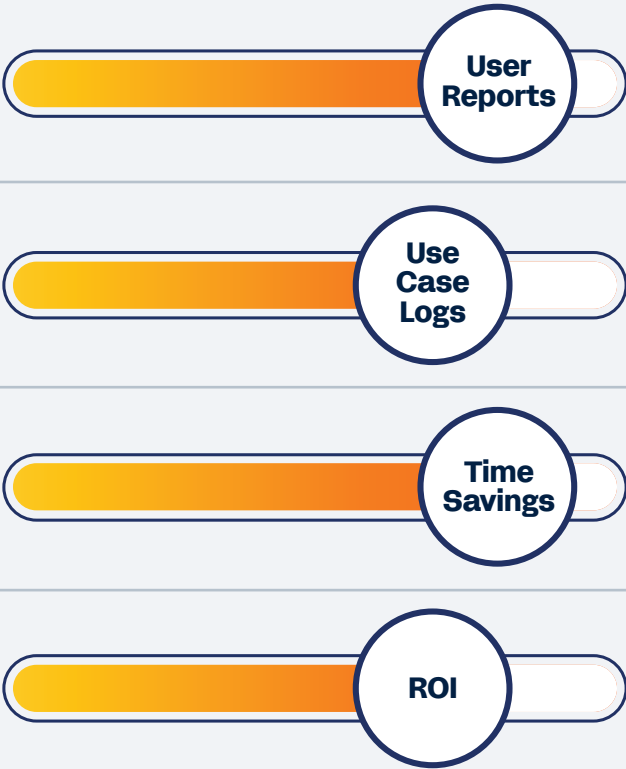
These KPIs help tell Legal's story of efficiency and business impact.

Benchmark:



According to the 2025 CLOC State of the Industry Report, top-performing legal departments track cycle times and align legal metrics with company-level KPIs.

Measuring progress



Highlight quick wins with data.

Once executives see metrics framed in their terms, they start championing the program themselves.

- Pick one high-visibility metric, such as turnaround time for sales contracts, and track improvement over two quarters.
- Report in business terms (“\$750K in renewals saved”) instead of internal terms (“X contracts reviewed”).
- Visualize the impact with charts and side-by-side comparisons that speak louder than bullet points.

Perspective from the ground.



Metrics are the bridge between legal and the business. They show executives why our work matters and give us the credibility to ask for more resources.

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Checklist for acting on your data:

- 1 Identify 3–5 KPIs that tie directly to business outcomes.
- 2 Build simple dashboards that highlight impact at a glance.
- 3 Share metrics across departments, not just inside legal.
- 4 Refine KPIs regularly based on leadership feedback.

Next up: prove ROI early and ongoing.

Now that your data is driving decisions, it’s time to ensure you can calculate time saved, translate it into dollars, and make the business case for legal ops investment quarter after quarter.

Conclusion

When contract data becomes clear and actionable, legal operations can show the business exactly where value is created and risk is reduced. Executives gain the visibility they need, and legal gains the credibility it deserves. Acting on data is how legal operations moves from keeping pace to guiding the business forward.