

Voice of the Customer for Contract Life Cycle Management

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By Peer Community Contributor

Contract life cycle management solutions streamline contract processes by automating creation, negotiation and compliance tracking to enhance efficiency and reduce risk. This note guides procurement technology leaders to learn from ratings and reviews by their peers shared on Gartner Peer Insights.

To view the Interactive Voice of the Customer for this market, click the Launch button at the top of this page.

What Is Contract Life Cycle Management?

Gartner defines the contract life cycle management (CLM) market as a solution that proactively manages contracts from initiation through negotiation, execution, compliance and renewal. In this context, a contract is any agreement or contractual document containing rights and obligations that affect an organization now or in the future (e.g., a nondisclosure agreement). CLM solutions allow organizations to create, negotiate and store contracts in a centralized repository. Using these solutions helps mitigate organizational risk by enabling regulatory and policy compliance; and providing governance over what is signed and with whom, and role-based access to terms and obligations with third parties. CLM solutions drive visibility, consistency and efficiency in the contracting process across an enterprise. Use cases are primarily aligned to parts of the process, such as presignature and postsignature. Different departments often prioritize a certain use case based on their involvement in the contracting process.

What Is Gartner Peer Insights “Voice of the Customer”?

“Voice of the Customer” is a document that synthesizes Gartner Peer Insights reviews into insights for buyers of technology and services. This aggregated peer perspective, along with the individual detailed reviews, is complementary to Gartner expert research and can play a key role in your buying process. Peers are verified reviewers of a technology product or service, who not only rate the offering, but also provide valuable feedback to consider before making a purchase decision.

Along with the historical peer-based perspective represented in this document, Gartner has a related expert-led **Magic Quadrant** for the contract life cycle management market. For related research in this market, please visit the **Magic Quadrant for Contract Life Cycle Management**.

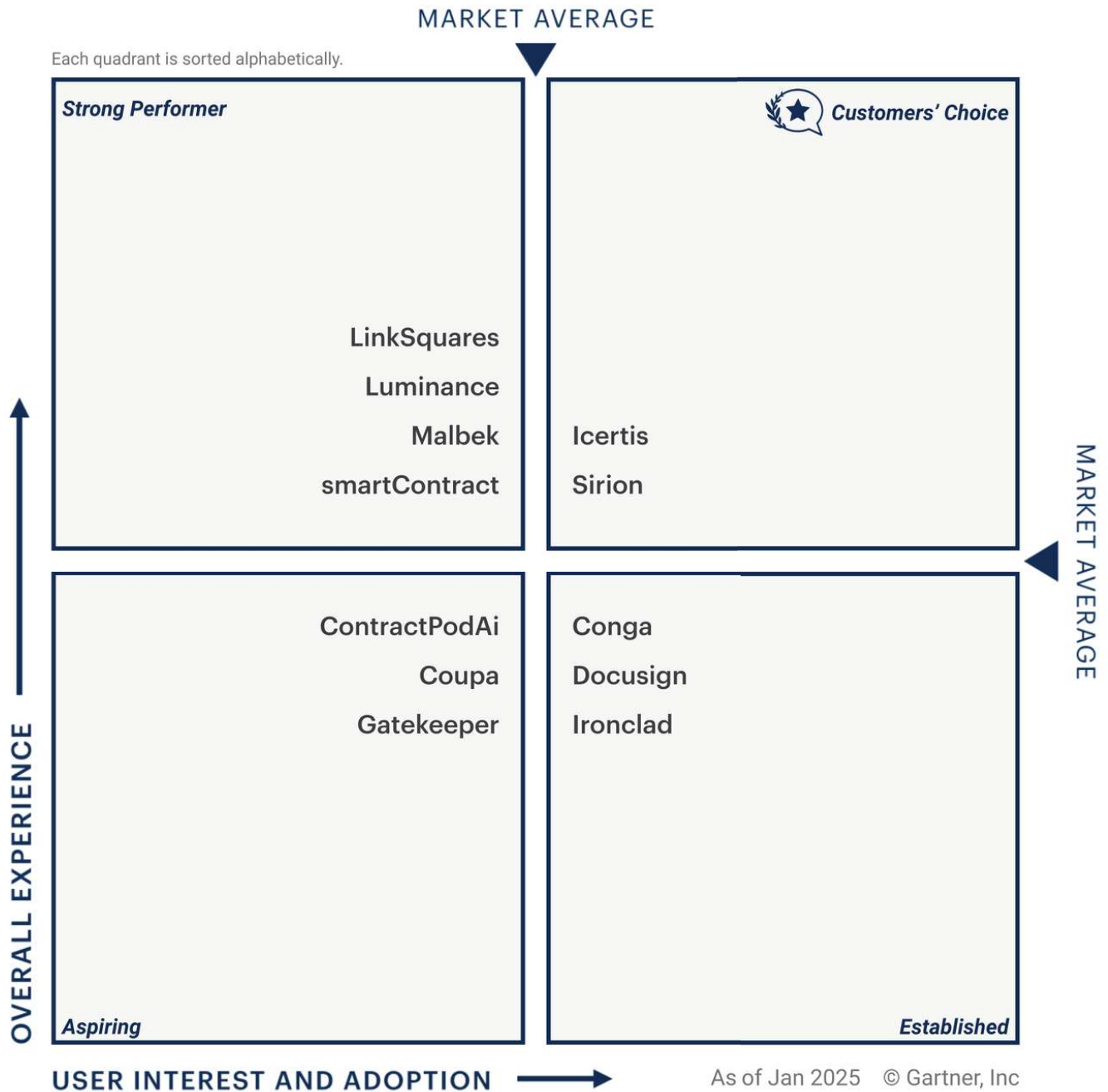
Figure 1 shows all “Voice of the Customer” eligible vendors in the market categorized into four quadrants based on scores assigned for User Interest and Adoption (x-axis), and Overall Experience (y-axis). The midpoint of each axis, labeled “market average,” represents the average score as calculated exclusively from vendors included in the document.

Vendors’ User Interest and Adoption (x-axis) scores incorporate three factors: review volume, user willingness to recommend, and review market coverage across industry, company size and region. Vendors’ Overall Experience (y-axis) is a composite score that incorporates average user ratings for “Overall Experience,” “Capabilities” and “Support/Delivery.” See the Methodology section for more detail.

Figure 1. Voice of the Customer for Contract Life Cycle Management



Gartner Peer Insights "Voice of the Customer" Contract Life Cycle Management



Gartner.

Source: Gartner (May 2025)

Vendors placed in the upper-right "Customers' Choice" quadrant of the "Voice of the Customer" have scores that meet or exceed the market average for both axes (User Interest and Adoption, and Overall Experience).

Vendors placed in the lower-right **“Established”** quadrant have scores that meet or exceed the market average for User Interest and Adoption, but are below the market average for Overall Experience.

Vendors placed in the upper-left **“Strong Performer”** quadrant have scores that meet or exceed the market average for Overall Experience, but are below the market average for User Interest and Adoption.

Vendors placed in the lower-left **“Aspiring”** quadrant have scores below the market average for both User Interest and Adoption, and Overall Experience.

Contract Life Cycle Management Peer Reviews and Ratings

In addition to the synthesis provided by the “Voice of the Customer,” you can read individual reviews and ratings on the [Gartner Peer Insights page for this market](#).

The rest of this document highlights some key insights for the contract life cycle management market based on 18 months of reviews and also points you to particular ways to use the site in your buying process.

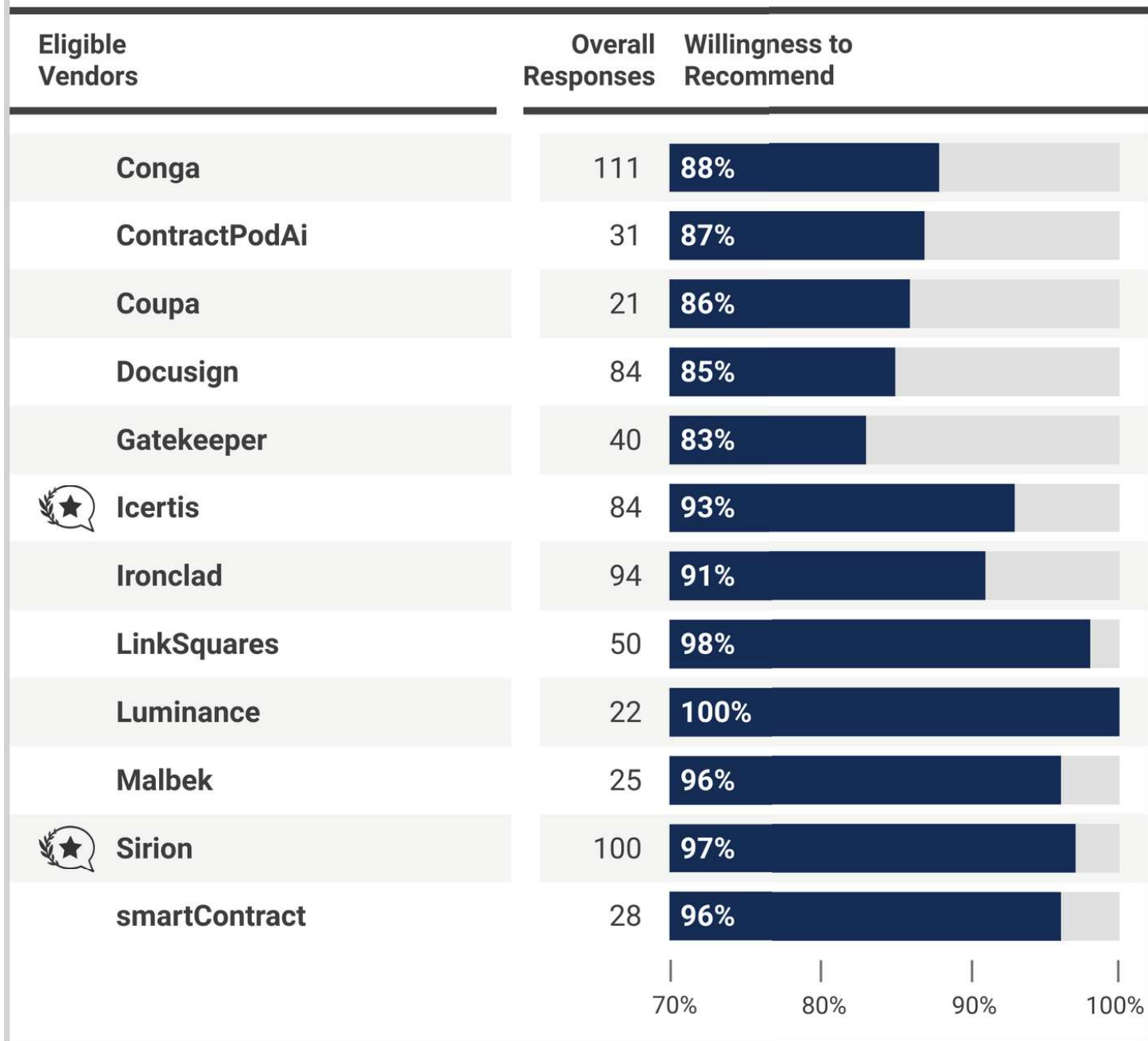
Gartner Peer Insights’ reviews give insight into end users’ willingness to recommend each vendor. Willingness to recommend is a component of the “Voice of the Customer” x-axis. For details, see [Gartner Peer Insights Voice of the Customer Methodology](#). Figure 2 compares vendors by the percent of reviewers who were willing to recommend them (see the Methodology section for details). To create a more detailed comparison between several vendors on your shortlist, please go to the [Gartner Peer Insights page for this market](#) and press the “Compare Alternatives” button under the vendor/product you are interested in.

Figure 2. Voice of the Customer for Contract Life Cycle Management, Willingness to Recommend



Gartner Peer Insights “Voice of the Customer”

Contract Life Cycle Management



Sorted alphabetically

As of Jan 2025 © Gartner, Inc



Source: Gartner (May 2025)

Vendor Summaries

Figures 3 through 14 summarize key information for each vendor included in the “Voice of the Customer”:

- Reviewer demographics for reviews received in the 18-month review period, ending 31 January 2025
- Overall Rating and rating distribution
- Other ratings covering specific aspects of the experience with the vendor

The same eligibility requirements and weighting used in the “Voice of the Customer” quadrants also apply for ratings in the vendor summary figures, including overall star rating, willingness to recommend and rating by category (see [Gartner Peer Insights Voice of the Customer Methodology](#) for details). Below each image is a direct link to the user reviews on the Peer Insights site.

Figure 3. Voice of the Customer for Contract Life Cycle Management, Conga Vendor Summary



Conga
 4.6 ★★★★★ (111)

Willingness to Recommend  **88%**



Company Size	Industry	Region
Overall Reviews = 111	Overall Reviews = 111	Number of Responses = 111
10B+ USD	Healthcare	North America
1B - 10B USD	Manufacturing	Europe, Middle
50M - 1B USD	Services	East and Africa
Public Sector, Gov't, Edu	Finance	Asia/Pacific
	Other	Latin America

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2025 © Gartner, Inc



Source: Gartner (May 2025)

Read all Peer Insights user reviews for [Conga](#).

Figure 4. Voice of the Customer for Contract Life Cycle Management, ContractPodAi Vendor Summary



ContractPodAi
 4.5 ★★★★★ (31)

Willingness to Recommend  87%



Company Size		Industry		Region	
Overall Reviews = 31		Overall Reviews = 31		Number of Responses = 31	
10B+ USD	19%	Manufacturing	39%	North America	71%
1B - 10B USD	19%	Services	16%	Europe, Middle	19%
50M - 1B USD	61%	Finance	13%	East and Africa	
Public Sector, Gov't, Edu	0%	Healthcare	10%	Asia/Pacific	10%
		Other	23%	Latin America	0%

Note: Percent distributions may not add up to 100% due to rounding.

As of Jan 2025 © Gartner, Inc



Source: Gartner (May 2025)

Read all Peer Insights user reviews for [ContractPodAi](#).

Figure 5. Voice of the Customer for Contract Life Cycle Management, Coupa Vendor Summary 

Coupa
 4.7 ★★★★★ (21)

Willingness to Recommend  **86%**



Company Size		Industry		Region	
Overall Reviews = 21		Overall Reviews = 21		Number of Responses = 21	
10B+ USD	29%	Manufacturing	24%	North America	81%
1B - 10B USD	43%	Services	24%	Europe, Middle	10%
50M - 1B USD	29%	Retail	14%	East and Africa	
Public Sector, Gov't, Edu	0%	Finance	10%	Asia/Pacific	5%
		Other	29%	Latin America	5%

Note: Percent distributions may not add up to 100% due to rounding.

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Source: Gartner (May 2025)


Read all Peer Insights user reviews for [Coupa](#).

Figure 6. Voice of the Customer for Contract Life Cycle Management, DocuSign Vendor Summary



DocuSign

4.5 ★★★★★ (84)

Willingness to Recommend  85%



Company Size		Industry		Region	
Overall Reviews = 84		Overall Reviews = 84		Number of Responses = 84	
10B+ USD	7%	Manufacturing	25%	North America	87%
1B - 10B USD	29%	Services	23%	Europe, Middle	10%
50M - 1B USD	60%	Finance	12%	East and Africa	
Public Sector, Gov't, Edu	5%	Transportation	11%	Asia/Pacific	4%
		Other	30%	Latin America	0%

Note: Percent distributions may not add up to 100% due to rounding.

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Source: Gartner (May 2025)

Read all Peer Insights user reviews for [DocuSign](#).

Figure 7. Voice of the Customer for Contract Life Cycle Management, Gatekeeper Vendor Summary



Gatekeeper
 4.4 ★★★★★ (40)

Willingness to Recommend  **83%**




Company Size	Industry	Region
Overall Reviews = 40	Overall Reviews = 40	Number of Responses = 40
10B+ USD	Finance	North America
1B - 10B USD	Services	Europe, Middle
50M - 1B USD	Manufacturing	East and Africa
Public Sector, Gov't, Edu	Healthcare	Asia/Pacific
	Other	Latin America

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2025 © Gartner, Inc



Source: Gartner (May 2025)

Read all Peer Insights user reviews for [Gatekeeper](#).

Figure 8. Voice of the Customer for Contract Life Cycle Management, Icertis Vendor Summary 

Icertis
 4.8 ★ ★ ★ ★ ★ (84)

Willingness to Recommend  **93%**



Company Size	Industry	Region
Overall Reviews = 84	Overall Reviews = 84	Number of Responses = 84
10B+ USD	Healthcare	North America
1B - 10B USD	Manufacturing	Europe, Middle
50M - 1B USD	Services	East and Africa
Public Sector, Gov't, Edu	Finance	Asia/Pacific
	Other	Latin America

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2025 © Gartner, Inc



Source: Gartner (May 2025)

Read all Peer Insights user reviews for [Icertis](#).

Figure 9. Voice of the Customer for Contract Life Cycle Management, Ironclad Vendor Summary



Ironclad
 4.7 ★★★★★ (94)

Willingness to Recommend  **91%**




Company Size	Industry	Region
Overall Reviews = 94	Overall Reviews = 94	Number of Responses = 94
10B+ USD	Manufacturing	North America
1B - 10B USD	Services	Europe, Middle
50M - 1B USD	Finance	East and Africa
Public Sector, Gov't, Edu	Media	Asia/Pacific
	Other	Latin America

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2025 © Gartner, Inc



Source: Gartner (May 2025)

Read all Peer Insights user reviews for [Ironclad](#).

Figure 10. Voice of the Customer for Contract Life Cycle Management, LinkSquares Vendor Summary 

LinkSquares
 4.8 ★★★★★ (50)

Willingness to Recommend  **98%**



Company Size	Industry	Region
Overall Reviews = 50	Overall Reviews = 50	Number of Responses = 50
10B+ USD	Manufacturing	North America
1B - 10B USD	Services	Europe, Middle
50M - 1B USD	Healthcare	East and Africa
Public Sector, Gov't, Edu	Finance	Asia/Pacific
	Other	Latin America

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2025 © Gartner, Inc




Source: Gartner (May 2025)

Read all Peer Insights user reviews for [LinkSquares](#).

Figure 11. Voice of the Customer for Contract Life Cycle Management, Luminance Vendor Summary



Luminance
 4.7 ★★★★★ (22)

Willingness to Recommend  **100%**



Company Size	Industry	Region
Overall Reviews = 22	Overall Reviews = 22	Number of Responses = 22
10B+ USD	Manufacturing	North America
1B - 10B USD	Services	Europe, Middle
50M - 1B USD	Finance	East and Africa
Public Sector, Gov't, Edu	Communications	Asia/Pacific
	Other	Latin America

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2025 © Gartner, Inc



Source: Gartner (May 2025)

Read all Peer Insights user reviews for [Luminance](#).

Figure 12. Voice of the Customer for Contract Life Cycle Management, Malbek Vendor Summary



Malbek
 4.8 ★ ★ ★ ★ ★ (25)

Willingness to Recommend  **96%**



Company Size	Industry	Region
Overall Reviews = 25	Overall Reviews = 25	Number of Responses = 25
10B+ USD	Manufacturing	North America
1B - 10B USD	Services	Europe, Middle
50M - 1B USD	Healthcare	East and Africa
Public Sector, Gov't, Edu	Energy and Utilities	Asia/Pacific
	Other	Latin America

Note: Percent distributions may not add up to 100% due to rounding. As of Jan 2025 © Gartner, Inc



Source: Gartner (May 2025)

Read all Peer Insights user reviews for [Malbek](#).

Figure 13. Voice of the Customer for Contract Life Cycle Management, Sirion Vendor Summary 

Sirion

4.9 ★ ★ ★ ★ ★ (100)

Willingness to Recommend  97%



Company Size		Industry		Region	
Overall Reviews = 100		Overall Reviews = 100		Number of Responses = 100	
10B+ USD	36%	Finance	24%	North America	30%
1B - 10B USD	42%	Manufacturing	20%	Europe, Middle	40%
50M - 1B USD	19%	Services	14%	East and Africa	
Public Sector, Gov't, Edu	3%	Communications	11%	Asia/Pacific	30%
		Other	31%	Latin America	0%

Note: Percent distributions may not add up to 100% due to rounding.

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Source: Gartner (May 2025)

Read all Peer Insights user reviews for [Sirion](#).

Figure 14. Voice of the Customer for Contract Life Cycle Management, smartContract Vendor Summary



smartContract
4.9 ★★★★★ (28)

Willingness to 
Recommend 96%

Rating Histogram



Rating by Category



Number of Responses

Company Size

Overall Reviews = 28

10B+ USD	4%
1B - 10B USD	21%
50M - 1B USD	75%
Public Sector, Gov't, Edu	0%

Industry

Overall Reviews = 28

Media	29%
Services	25%
Finance	18%
Manufacturing	18%
Other	11%

Region

Number of Responses = 28

North America	0%
Europe, Middle	0%
East and Africa	
Asia/Pacific	100%
Latin America	0%

Note: Percent distributions may not add up to 100% due to rounding.

As of Jan 2025

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Source: Gartner (May 2025)

Read all Peer Insights user reviews for [smartContract](#).

Methodology

A full description of the methodology can be found on the [Gartner Peer Insights Voice of the Customer Methodology page](#).

Voice of the Customer includes vendors with products aligned to the market that have 20 or more eligible published reviews (and 15 or more ratings for “Capabilities” and

“Support/Delivery”) during the 18-month consideration period ending 31 January 2025. Reviews from vendor partners or companies with less than \$50 million in revenue are excluded.

In the contract life cycle management market, Gartner Peer Insights published 905 reviews and ratings during the consideration period. For details, see [Gartner Peer Insights Voice of the Customer Methodology](#).

The data used in this report is drawn from reviews on Peer Insights, a free peer review and ratings platform that regularly publishes new reviews. The “Voice of the Customer” methodology uses a snapshot of reviews data from a defined time frame and does not automatically update as new reviews are published. The external Peer Insights site will always have the most updated peer view of the vendors and products in this report.

The numerical ratings scores in each vendor summary graphic (shown as “Rating by Category”) are best interpreted as sample statistics with a reasonable margin for error and not as exact values.

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