CUSTOMER EXPERIENCE

Aigües de Barcelona exemplifies best practice in the implementation of Bigle CLM

◆ BIGLE

Company:
Aigües de Barcelona

Website:
https://www.aiguesdebarcelona.cat/es/

Industry:
Environmental services

Country:
Spain

Number of employees:
501 - 1000

Social Media:
LinkedIn
YouTube
Instagram
X
Facebook

"Bigle contributes to **standardising the content of generated documents,** which reduces the time technicians need to dedicate, while **minimising the risk of error.**"

MERCEDES DOÑATE SANCHEZ

Head of Internal Procurement

Aigües de Barcelona

About Aigües de Barcelona:

Aigües de Barcelona **manages the entire water cycle: from abstraction and purification to transport and distribution,** as well as wastewater collection, treatment, and regeneration — whether for return to the natural environment or for reuse.

Committed to people and the planet, **the company serves nearly 3 million residents across the municipalities of the metropolitan area of Barcelona (Spain).** It operates with a clear purpose: to improve people's quality of life and make cities better places to live. **"With the power of water, we are shaping the future",** it's their commitment.

Introduction to the Bigle CLM Project at Aigües de Barcelona

First-hand experience shared by Aigües de Barcelona

Our collaboration with Bigle began in 2021, **driven by our Innovation Department.** We were offered the implementation of a CLM system aimed at automating the generation of repeatedly used contractual documents. These documents are typically used by the Central Procurement Department to carry out tendering processes for works, services, and supplies, in accordance with the applicable legal framework. Before moving forward, a thorough internal review was necessary to update and unify the content of these documents, ensuring consistency.

In January 2022, we sent the revised documents to Bigle, **marking the beginning of the development of the first templates.** Throughout that year, **targeted training sessions were conducted** for the staff of the department involved in the project.

After several iterations and adjustments, we received the final version from Bigle in May 2022. In October of the same year, **one of the project leads conducted an internal training session for the team, thereby enabling all members to use the tool effectively.**

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In **2023,** we moved forward with the **creation of our own templates.**

Throughout 2024, we internally selected the next document templates to be independently incorporated into the platform. **We also focused on developing the template for the Particular Conditions Specification (PCP), the most complex model to date.** This process was carried out in collaboration with Bigle and included system upload and rigorous testing between October and December.

Between December 2024 and February 2025, we made the final adjustments and are currently completing the review to make the template available shortly.

A notable aspect of the project was Aigües de Barcelona's migration from the Microsoft environment to the Google environment at the end of 2022. **This transition did not impact the project, as the CLM tool demonstrated its versatility and efficiency by operating smoothly in both environments.**

Platform implementation roadmap

Beginning of the collaboration with Bigle

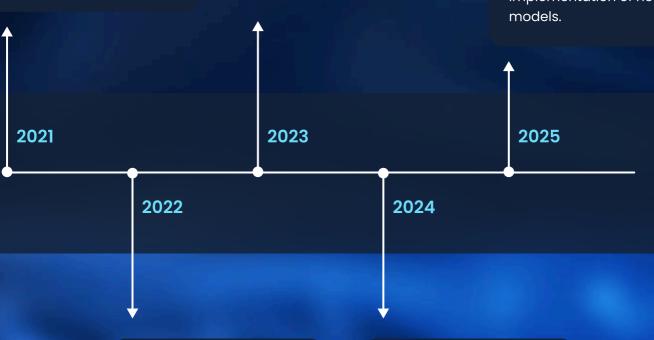Document selection, following internal review to unify content.

Operational autonomy

We are able to implement seven new templates independently.

Progress and implementation

We are in the process of final validation of the PCP; in parallel, there is a progressive implementation of new models.

2021

2023

2025

2022

2024

Training and achievement of results

Selection of a 'champion' to lead the project. The first templates were created, and training was delivered to the team.

Consolidation

At an internal level, we conducted a review to plan the creation of 18 new templates over the coming months. In collaboration with Bigle, we incorporated the PCP (high-complexity document).

Timely delivery in the implementation of the CLM project

One of the most important aspects to consider in the development of an innovation project **is adherence to the established implementation timeline.** In this case, **a structured approach was adopted from the outset to ensure that each phase was completed on time and to the expected standard of quality.**

DETAILED PLANNING:

An initial plan was developed, **which included the definition of achievable milestones with predefined deliverables.** This working framework served as a guide to ensure that both objectives and deadlines were realistic and attainable.

MONITORING AND CONTROL:

- **Regular follow-up meetings** were held to review the project's progress, identify potential deviations, and take corrective actions if necessary.

- **Continuous communication** was maintained among the parties involved, ensuring transparency at every stage of the project.

DELIVERABLE COMPLIANCE:

Each deliverable was duly reviewed and approved in accordance with the established quality criteria.

RESULTS:

The implementation of the CLM was completed within the established timeframe and with the required quality, **resulting in a highly satisfactory outcome.**

BIGLE | Aigües de Barcelona

"Bigle provides a **digital ecosystem that is secure and adaptable to new needs,** driving operational efficiency, reducing risks, and fostering a culture of innovation."

IMMA SOTO MIGUEL
Purchasing and Procurement Director

Aigües de Barcelona

Resource management in the implementation of the CLM project with Bigle

To ensure the effective management of human, material, and financial resources during the implementation of the project, the following actions were undertaken:

HUMAN RESOURCES:

- Clear **roles and responsibilities were assigned** to the individuals involved in the project.
- The project was designed in such a way that the team was able to progress in parallel with the regular tasks of the Procurement Centre, **ensuring that daily operations were not affected.**
- **A collaborative environment and open communication** were encouraged, which facilitated the swift resolution of issues and the continuous progress of the project.

MATERIAL RESOURCES:

- The Bigle CLM platform was made available as planned, **ensuring that the team had access to the necessary resources at the right time.**
- The necessary **training was conducted to ensure that all users were capable of using the tool effectively** as soon as possible.

FINANCIAL RESOURCES:

- **The project was kept within the allocated budget,** with internal monitoring of expenses carried out.

Collaboration in the implementation of Bigle CLM

The implementation of the CLM project at Aigües de Barcelona was based on effective collaboration between the parties, **promoting frequent dialogue among those involved, with the necessary attention to detail.**

COLLABORATION WITH BIGLE:

- The Bigle team worked closely with Aigües de Barcelona, **adapting to our needs and providing continuous support throughout the entire implementation process.**

- Their willingness to collaborate and **commitment to the project's success** were essential to align objectives and ensure a successful implementation.

CONTRIBUTION OF THE AIGÜES DE BARCELONA TEAM:

- From the outset, the advantages that Bigle CLM could offer were kept in mind, **which allowed the necessary people to become involved naturally.**

- To ensure involvement, **the expectations of each participant were also taken into account,** and their opinions were considered at every stage.

- This **inclusive approach encouraged the development of commitment among all participants,** resulting in a more effective implementation.

Training in the implementation of the Bigle CLM project

Training and support were key components in ensuring the effective implementation of the tool.

TEAM AVAILABILITY FOR TRAINING:

- The team showed full commitment to participating in the training sessions, which was essential in accelerating the adoption of the new platform.

- The sessions were scheduled at times and on dates that were compatible with the team members' day-to-day responsibilities.

TRAINING PROGRAMMES:

- Comprehensive training programmes were delivered, covering not only the use of the CLM platform but also enabling the team to independently create and manage new templates.

- The sessions included both theoretical and practical training, ensuring that team members could integrate what they had learned into their regular tasks.
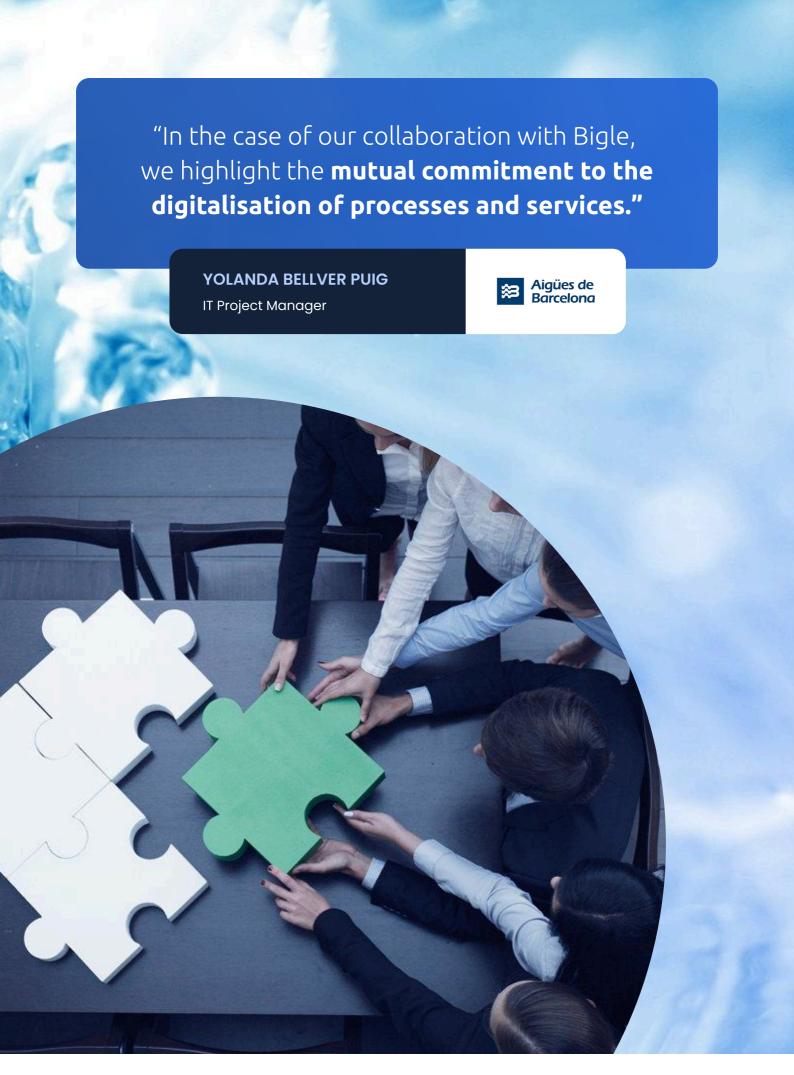
ONGOING SUPPORT FROM THE BIGLE TEAM:

- In addition to the initial training sessions, continuous support was provided by Bigle from the very beginning of the project to resolve any queries that arose during the use of the platform.

- This proactive approach ensured the successful implementation of the tool and its regular use, both for retrieving templates and for creating new ones.

"In the case of our collaboration with Bigle, we highlight the **mutual commitment to the digitalisation of processes and services.**"

YOLANDA BELLVER PUIG

IT Project Manager

Aigües de Barcelona

Bigle Awards, the recognition of excellence

As a result of this implementation experience, with a clear end-to-end approach, Aigües de Barcelona was awarded on 13 March at the Bigle Awards 2025, **where the legaltech company highlighted the outstanding work of Aigües de Barcelona by granting them the award for the best CLM implementation.** They competed against clients such as **Goiko** (a leading restaurant group in the gourmet burger market in Spain) and **Cuatrecasas** (a law firm with presence in Spain, Portugal, and Latin America), both with employee headcounts between 1,000 and 5,000.

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PREMIO A LA MEJOR IMPLEMENTACIÓN DE CLM

Aigües de Barcelona

About Bigle

Bigle is a legal tech company that offers a software suite with 4 products: Bigle CLM, the legal AI Bigle Libra, Bigle Sign and Bigle Academy. The company's mission is to **streamline the legal operations of companies, improving security and minimising the risk of legal contingencies.**

The platform allows professionals to automatically create documents, share them for review, validate them in real-time, collaborate virtually, negotiate and has its own electronic signature.

Bigle has developed a generative artificial intelligence assistant, Libra, which is connected to its CLM platform, developed for legal departments, which is an expert in the legal field and **offers a secure environment of maximum confidentiality, minimising the hallucinations typical of other generalist tools.**

The technology company is a pioneer and leader in the field of no-code document automation, has a global presence and its clients include large corporations and large law firms.

To learn more about Bigle, visit the website: **biglelegal.com**

For other enquiries, please contact **communication@biglelegal.com**

By using Bigle, you contribute to saving natural resources

323 million kg of wood	**7.1 billion** litres of water	**725 million** kg of CO_2	**47 million** kg of waste