Effective Management of SaaS and IT Contracts Training Course

07 - 11 Dec 2026

Kuala Lumpur

5200 € (Per Person)

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Course Introduction / Overview:

The digital economy runs on software, and the contracts that govern software as a service (SaaS) and other IT agreements are critical to any modern business. These contracts are different from traditional agreements, often involving complex licensing models, technical service-level agreements (SLAs), and data security clauses. This training course is designed to give you a complete understanding of how to manage these contracts, ensuring that you get the most value while minimizing legal and operational risks. We will explore everything from initial procurement and negotiation to managing renewals and closeout. The curriculum is built on a foundation of technology law and business strategy, drawing on the work of academics and authors like Michael A. Risch, an expert in intellectual property law and licensing agreements. His insights on the unique legal landscape of software licensing are a key part of our program. At BIG BEN Training Center, we know that a single error in a SaaS contract can lead to overspending, a lack of service, or a major data breach. This course provides a complete, hands-on guide to help you manage these risks. You will learn to draft clauses that protect your data, analyze SLAs to ensure performance, and implement a strategic plan that keeps your organization safe.

Target Audience / This training course is suitable for:

- IT and procurement managers.
- Legal and compliance officers.
- Business development executives.
- Finance and operations professionals.
- Product and project managers.
- Anyone involved in procuring or managing technology services.

Target Sectors and Industries:

- Technology and software.
- Financial services.
- Healthcare and pharmaceuticals.
- E-commerce and retail.
- Manufacturing.
- Government agencies and public services.
- Any business with a significant IT footprint.

Target Organizations Departments:

- IT and technology.
- Legal and compliance.
- Procurement and purchasing.
- Finance and accounting.
- Operations.
- Product development.

Course Offerings:

By the end of this course, the participants will have able to:

- Master the key legal and commercial aspects of SaaS and IT contracts.
- Negotiate and draft effective licensing and service-level agreements.
- Manage data privacy and security clauses.
- Conduct vendor due diligence and risk assessment.
- Control costs and manage renewals effectively.
- Handle intellectual property and ownership issues.
- Understand and apply key clauses related to liability and indemnities.

Course Methodology:

This training course uses a highly practical, case-based methodology tailored to the unique environment of technology contracts. We combine expert-led sessions with a focus on real-world scenarios and hands-on exercises. Participants will analyze detailed case studies of actual SaaS agreements, examining how to handle negotiation challenges, technical compliance issues, and data security risks. You will work in small groups to redline a sample contract and practice negotiating an SLA to meet a business need. The program includes workshops on how to use risk matrices and a deep dive into different types of licensing models. We encourage active participation and group discussions, giving you the chance to share experiences and learn from your peers. At BIG BEN Training Center, our goal is to move you beyond a reactive mindset to a proactive one, helping you to foresee and prevent problems before they happen.

Course Agenda (Course Units):

Unit One: Foundations of SaaS and IT Contracts

- The nature of technology contracts.
- SaaS vs. on-premises licensing models.
- Key legal and commercial clauses.
- Understanding intellectual property rights.
- Data privacy and security requirements.

Unit Two: Strategic Negotiation

- Preparing for a technology contract negotiation.
- Negotiating pricing and payment terms.
- Best practices for drafting and redlining.
- Managing vendor relationships.
- Key negotiation points for services and software.

Unit Three: Service-Level Agreements (SLAs)

- Components of a robust SLA.
- Defining uptime, performance, and support metrics.
- Remedies and penalties for non-compliance.
- Monitoring and reporting on SLA performance.
- Customizing SLAs to meet business needs.

Unit Four: Risk, Compliance, and Security

- Data protection and privacy laws (e.g., GDPR).
- Managing cybersecurity risks.
- Liability, indemnification, and dispute resolution clauses.
- Vendor due diligence and third-party risk management.
- Contract audits and compliance checks.

Unit Five: Post-Execution and Advanced Topics

- Managing contract renewals and termination.
- Exit strategies and data migration.
- The impact of AI and emerging tech on contracts.
- Case studies in real-world IT contract disputes.
- Final project: developing a complete IT contract management plan.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

In an era where a company's success is tied to its technology, how can a strategic approach to IT and SaaS contract management transform a company's technology investments from a cost center into a powerful, secure, and value-driven asset?

What unique qualities does this course offer compared to other courses?

This training course is different because it is exclusively focused on the unique complexities of technology contracts. While other courses may give a general overview of contracting, our curriculum is built around the specific legal, technical, and commercial requirements of SaaS and IT agreements. We go beyond theoretical knowledge, using hands-on exercises and real-world case studies to help you apply what you learn immediately. We also place strong emphasis on data security, a crucial concern for every company today. This course is for professionals who need to go from a basic understanding of contracts to a complete mastery of managing technology agreements. You will leave with the ability to handle high-stakes contracts with a strategic mindset and the confidence to protect your organization's interests in any situation.