

Renegotiating Contract Restores Project and Sourcing Relationship

Client Problem

The service provider for a substantial information systems implementation project fell behind, missed deadlines, and went over budget. Frustrated, the client asked WillowTree Advisors to help determine their best course of action.

WTA Solution

The client's systems implementation project was in crisis and the problems began distracting and diverting the team from essential work. Turnover on the project team rose as morale and productivity dipped. WTA stepped in to review deliverables, run financial and staffing models, help fine-tune project projections, and evaluate the service provider's requests for greater compensation.

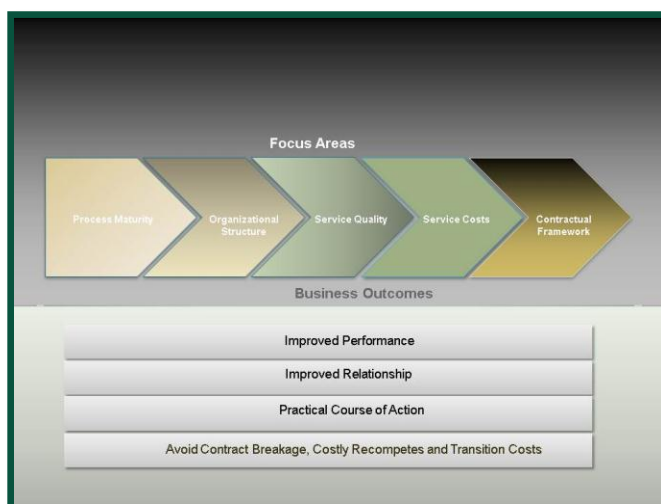
Deploying a team of professionals with deep knowledge in the areas of systems implementation and outsourcing, WTA relied on its proprietary 360 Contract Remediation process for guidance. The process centered on improving the client's troubled relationship with the service provider while finding ways to improve performance and reduce costs. It also included recommending a practical course of action. In this case, WTA recommended and facilitated contract renegotiations to reach a compromise with the service provider.

Successful Outcome

Managing a deteriorating service provider relationship expended valuable time and resources, and stalled progress of the client's critical initiative. Getting WTA involved led to a swift, fair resolution with the service provider, allowing the client to resume project implementation.

360 Contract Remediation: The Five Dimensions

- Evaluating Shared Process Maturity
- Aligning Organizational Structure and Governance
- Analyzing Service Quality Expectations and Performance
- Reviewing and Modifying Service Costs
- Examining the Contract Framework



WTA worked collaboratively with the client and the service provider to remediate the contract.

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