



Software Purchase Risk Assessment & Negotiation

Client: Land Securities

Industry: property

At a Glance

- £100k cost saving
- £1.5m financial software purchase
- Business critical system
- Small, geographically distant supplier

Client Challenge

Land Securities is the largest commercial property company in the UK and the leading British property development and investment company headquartered in Central London. It owns and manages commercial property, from London offices and high street shops to major shopping centres and out-of-town retail parks.

The company selected a core financial software system and it faced several challenges:

- Significant development needed to satisfy the company's requirements
- Small supplier, with unknown financial stability
- Supplier's resources based in Australia and Canada, creating communication challenges
- Tight implementation deadlines constricted negotiation timescales

Solution

Turnstone provided:

- A risk assessment of the supplier's response to the RFP
- A negotiation strategy to mitigate all identified risks
- A draft contract constructed to minimise risk through the life of the contract
- Support to the client during the negotiation process

"Turnstone helped us to achieve best value for money from the supplier, whilst negotiating strong contractual terms to underpin a successful delivery."

Michelle Senior
Programme Manager
Land Securities

Outcomes

Cost savings

£100,000 reduction from initial RFP response

Commercial benefits

- All implementation costs at fixed price, to reduce risk of cost increase
- Clearly defined requirements within the contract
- Detailed acceptance criteria and a defined acceptance process
- Clear project timescales and deliverables, set against fixed milestone payments to incentivise on-time delivery
- Granularity of all implementation and on-going costs
- Scalability of costs for future
- A pricing model best suited to the client (buy & maintain, not subscription)
- Specifically defined service levels, set against service credits for on-going support & maintenance