

At a Glance

- 25% savings (£266k)
- Enhanced contractual position for client
- Negotiated annual reductions

Client Challenge

Hydrogen is a global specialist recruitment group focused on mid-to senior-level roles across Business Technology & Transformation, Finance & Accounting, Legal, HR, Engineering and Pharmaceuticals.

The company decided to move to a dynamic infrastructure as a service system with managed WAN. Their requirements were to:

- Negotiate a guaranteed uptime to support global business processes
- Include a safe and smooth transition to the new supplier
- Define a straightforward low cost migration path
- Improve the supplier relationship

Solution

Turnstone were deployed to negotiate with the bidders. Requirements were finalised, including all elements of the implementation project **and** its associated costs.

Turnstone used its wealth of benchmark data to ensure that these elements were fairly priced and properly listed in the schedules, with appropriate acceptance criteria and payment milestones.

Our skill and experience in supplier negotiations proved highly effective, reducing costs by around 25%. Turnstone also employed its extensive contract analysis tools to review and improve the terms and conditions, to give the client a much improved commercial position.

Outcomes

Turnstone dealt with the workload, reporting key issues and decision points to the client.

Commercial improvements included:-

- WAN changes: no penalty for site moves
- Loss of data: from no liability to an obligation to retrieve lost data due to supplier's negligence
- Capped pricing for 36 months
- Negotiated annual reductions on a 3-year contract
- Monthly discount tiers of 20% equalling to more than £60K per annum
- ~£40K of CaaS cost avoidance
- Termination for poor performance added

“
When Turnstone was first engaged, I was sceptical but the support offered throughout this process gave me great confidence.

This is the tightest contract that we have ever signed”

Amber Hayat
 Head of IT