

## At a Glance

- Immediate use of training by attendees
- Initiative to raise skill levels
- Part of a process review exercise

## Client Challenge

Chubb Insurance SE is a member of The Chubb Group of Insurance Companies with in excess of 10,000 people in 120 offices in 26 countries.

The company's IT function requested commercial IT training to improve staff skills in this area. Individual IT managers had managed their suppliers using best endeavours and personal experience, without any formal IT Procurement training.

Managers had little time to go on training, needing immediate advice on managing their own suppliers, rather than just theory. Additionally there were performance issues with specific vendors, but little formal structure around vendor management and performance monitoring.

## Solution

Turnstone designed 4 one day courses, split into half-day chunks, covering:

- Commercial IT skills builder, with key contract terms, pitfalls to watch for, negotiation principles and tactics
- Advanced software procurement – the different types of software and specific potential commercial issues
- IT Supplier Management – including ongoing vendor performance management

The courses mixed theory with real life experience, using our actual supplier contracts as examples. Course handouts contained usable 'cut-out-and-keep' sections.

## Outcomes

- Awareness of best practice and what can be achieved
- New skills used immediately on contract negotiations with better outcomes
- Awareness of the importance of vendor management process

*"This training has already let me raise a MSA and SOW for a solution the business are looking at."*

**Architecture Manager**

*"Interesting to hear specific IT industry knowledge to understand the options in the market place"*

**IT Project Manager**

*"The case law examples highlighted the pitfalls of not spending time on the contract."*

**App Dev Manager**

*"The preparation was first class and each element was specifically tailored for our particular sector and business needs."*

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**Chris Brown, CIO**