

At a Glance

- 14 “red” high risk clauses
- 29 “amber” medium risk clauses

Client Challenge

Delaware North are a sports and events management organization who have a workforce of thousands of stewards, marshals and catering staff. For each of the events rosters, timesheets and right to work needs to be orchestrated across multiple locations.

This purpose of this project was to review the contract in place with the incumbent resource management software supplier who provides licensing, support and maintenance.

Solution

Turnstone analysed the license agreement, and support and maintenance agreement, using our unique contract benchmarking methodology.

The outputs were presented back to the client in plain English, and in order of priority,

In addition, revised wording to fix one of the ‘reds’ was also provided.

Outcomes

- All 14 high risk reds discussed with the client
- A framework schedule of negotiation was produced, including the concept of ideal, realistic and fall back positions, plus an outline of the roles for client stakeholders

“
Definitely improved our knowledge on how to construct an IT contract, we have a much better contract to move forward with. The output documents were very helpful, particularly the negotiation document. Good learning for us – good experience – very helpful.

”

Alison Gray, HR Director,
 Delaware North