

At a Glance

- 8 “reds” high risk clauses
- 27 “amber” medium risk clauses

Client Challenge

The client is a legal practice operating in 16 locations globally with core capabilities in international finance, tax and financial regulation.

They had been a long standing customer of a major managed data network provider, but wanted extra insight into the renewal terms before considering next steps on re-signing. Ultimately this was to determine if their position could be improved sufficiently with the incumbent, or if a market review was required.

Solution

Turnstone analysed the agreement in detail, using the unique contract analysis and clause benchmarking methodology.

Outputs were expressed in plain English and prioritised, before being presented back to the client.

Turnstone suggested new contractual wording to resolve one of the red flags, and provided a model re-negotiation plan to use with the supplier.

Outcomes

- All 8 high risk contractual areas were 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
- Several of the findings taken forward into negotiations with the incumbent supplier
- Effort of a full market review avoided

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Turnstone undertook a rapid but detailed commercial review of our key network deal, which found 9 red flags. Their findings were in plain English, which really helped us plan for the next steps, to gain a more favourable position with the supplier while considering our next move. We intend to deploy them again on other IT contracts, highly recommended.

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Peter
Director of IT Infrastructure