

“Got this one over the line!”

Challenge

JLT required a new master services agreement (“MSA”) to be agreed as priority with its financial services client in order to meet regulation requirement. Our contract management services provided support to conclude the outsourcing MSA.

Contract management services

The pre-contract services to JLT included :

- Lead negotiations and workshops;
- Review and comment on dozen schedules and contract;
- Engaged expert with staff transfers (TUPE);
- Prepare internal business case.

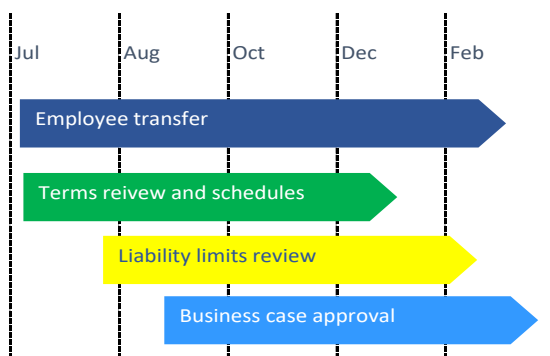


Figure 1: Time line - outsourcing agreement

Benefits

- A single point of contact for the contract;
- Manage JLT and their client relationship;
- Align what JLT can deliver;
- Work with different stakeholders.

Result

- Reduced millions in liability limits for data protection and other categories;
- Made mutual rights for termination;
- Mapped data processing activities including offshore suppliers;
- Policies inline with current JLT policies;
- No TUPE staff transfers no HR activity;
- Include a pre-condition of a decision;
- Limit service credits to 20%;
- Revise insurance levels required.

About Certainty Solution

At Certainty Solution we provide support to businesses and with GDPR, ISO27001 compliance and contract management services.

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