

Peru brings years of experience of working in some of the largest supplier and client organisations in the world on **complex supplier-customer relationships** allowing us to help you **strengthen your relationships** with your customers.



Does your organisation....

Understand how your **customers requirements** have changed?

Think the **relationship with your customer is breaking down** or has **room for improvement**?

Want to **strengthen** the IT partnership between you and your customer?

Customer Relationship Review

The Customer Relationship Review enables both you and your customer to honestly and objectively **review the current status of your relationship** and **identify areas for improvement**.

Peru's pool of **experienced resources** leverage many years of commercial, contract governance, contract management and planning experience to assure the delivery of a **best practice outcome** that will assist you in realising **relationship improvements**, thus minimising the risk of a re-tender and re-bid process.

What could your future look like?

- A thorough understanding of the issues and causes of the issues, with agreement to tackle these through a **joint action plan**.
- An **appreciation by both sides** of the impact of actions and behaviours on the other team and the service received as perceived by the end user.
- A **stronger, long-term relationship** built on trust, understanding and clear targets and goals.
- Recognition of how your **customers requirements** have developed from those originally stated and enshrined in the contract.

Service Outcomes

- We act as a **trusted advisor** bringing an objective, unbiased approach to delivering the customer relationship review.
- Our **highly experienced professionals** bring a deep knowledge of customer requirements to assist in resolving historic commercial issues, allowing the supplier-customer partnerships to flourish.
- Our **structured review process** helps to establish significant trust and transparency between both organisations.
- **'Clearing of the air'** where both parties can express their frustrations and concerns within a safe environment.
- Obtain an **effective IT partnership** that delivers greater value, reduces costs and ensures better quality services.

"The process allowed all of us to re-examine the key elements of the client/supplier relationship and look at the challenges of change from the perspective of both my own organisation and the client's. It created a forum for wide-ranging discussion we hadn't really had before, allowing ideas and suggestions to be captured, evaluated and put into action." - **Client Partner Manager,**

Supplier





Approach

The review uses a tried and tested methodology based on a number of phases:

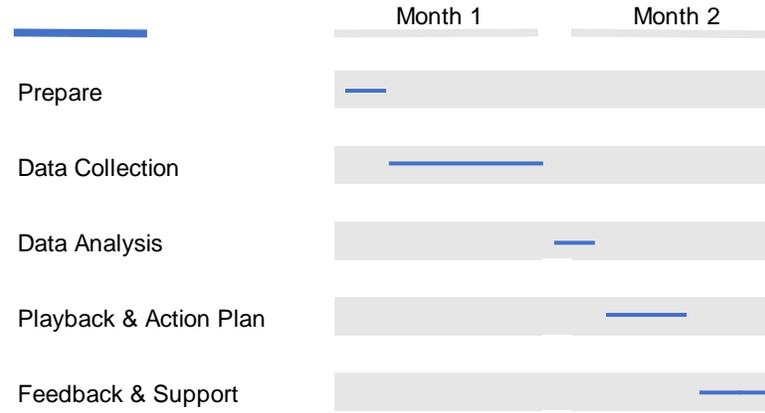


Customer Relationship Review



Timeline* & Commercials

An illustrative timeline of a Customer Relationship Review:



- The average timeframe is **6-8 weeks** dependent upon the number of interviewees, contracts and provision of information.

A commercial model that works for you:



We offer a **flexible** range of commercial models aligned to your financial & risk requirements:

- Fixed price, based on scoped outcomes
- Time & materials
- Gain share, risk reward

*Indicative duration



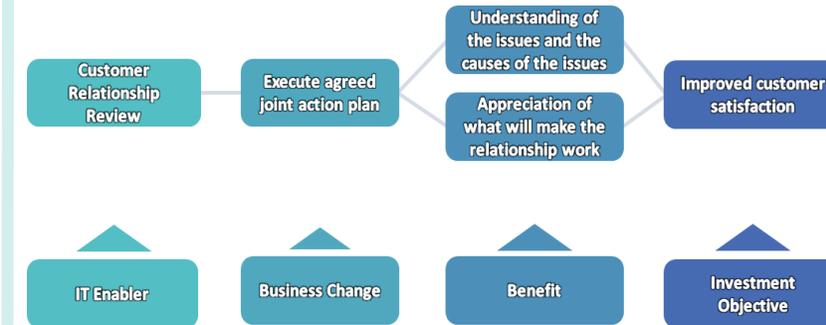
Outcomes



Outcomes aligned to your key objectives:

Benefits focused outcomes

- We work with you to identify your **key strategic objectives** e.g. improve customer satisfaction.
- Our review will provide a **clear insight** into the working relationship between you and your customer.



Benefits Network for Customer Relationship Review

Actionable outcomes

- We provide **clear, detailed insight** alongside specific recommendations to strengthen the relationship between you and your customer.
- We are happy to roll our sleeves up and “walk the talk” to **execute upon our recommendations**.
- Proven tools** that can analyse supplier/customer relationships and identify issues.