

CASE STUDY



ESTABLISHING CLOUD SERVICES AGREEMENTS

Challenge

Our client provides accounting software to ensure that its client organisations have the right tools and insights to drive business success. Its software is intended to help customers to free up their finance teams to concentrate on strategic decision-making and analysis of the bottom line, rather than time-consuming manipulation of the data itself.

The company works with clients of all sizes and across all sectors. The challenge was to establish the right level of legal protection and make sure that it was standardised. In this way, our client could get on with its job – selling its software – rather than getting stuck in commercial negotiations.

Our client is a processor of personal data, so it also needed to offer its customers a clear, compliant route to purchase outsourced cloud services in a way that managed our client's own enhanced risks as a processor under the GDPR.

Solution

We have worked with the client to develop and maintain a robust cloud services agreement.

The advent of the GDPR caused many of our client's customers to implement their own GDPR compliance programmes. This led to change requests from their suppliers, especially cloud service providers such as our client. We were delighted to help our client to update its contracts for GDPR compliance and smooth the processes involved in due diligence by its customers.

Impact

We assisted our client with setting up robust legal agreements that enable the business to operate and move forward, knowing that adequate protections are in place. We ensured that the agreements were drafted fairly so that our client could avoid wasting time with unnecessary negotiation on legal arrangements, potentially losing a sale.

We helped to provide an effective and efficient process for organisations to purchase our client's professional services, leading to greater value and benefits for all parties involved.



Provider of cloud-based accounting software

Client testimonial

"Many thanks, Stephanie ... we were very happy with the work."

Simon Kearsley, Chief Executive Officer, Symmetry

You can find out more by [emailing us](#), or calling us on 0117 307 0266