

CASE STUDY

DEVELOPING A RANGE OF OUTSOURCING AGREEMENTS

Challenge

Our client is a national IT company that provides managed IT services and consultancy to businesses throughout the UK.

The company provides IT consultancy advice on strategic planning; digital transformation; network and cloud design; server storage and virtualisation; and backups and disaster recovery. It also provides an IT service desk, network and cloud management services, system monitoring and performance services and IT purchasing and licensing.

As a business that offers a wide range of services to a hugely varied client base (both in terms of size and sector), our client needed to ensure that the correct level of legal protection was in place in relation to its various customers and suppliers.

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

Solution

Our client was very keen to put in place a robust legal agreement. However, they emphasised the need to avoid legalese and not produce too weighty an agreement. Their concern was that this might deter potential customers (especially SMEs) from buying their services.

We worked with our client to develop and maintain a robust managed services agreement, a stand-alone hosting services agreement, project services agreements and general working terms and conditions.

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



Pritchett's



**IT support and
consultancy
services**

"We were very pleased with your help drafting our professional Managed Services Agreement. I cannot think of anything that can be done to improve your service. We achieved our goals."

Nick Richards, Managing Director, Computer Geeks

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

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.