



“PROJECT CONTROLS & CLAIMS ADMINISTRATION” CASE STUDY



ABOUT THE CLIENT

Industry	Gas and Electric Utility
Revenues	\$85 billion
Employees	150,000
Location	Europe
BSI Service or Solution	Contract Management and Claims Administration

Financial Benefits Realized

- Mitigation of cost overruns
- Complete and mutually agreed assignment of responsibility for excess costs
- Assessment of contractual penalties

Operational Benefits Realized

- Minimization of project delays
- Knowledge transfer of “best practice” processes to client department handling project controls and claims administration
- Complete understanding of options for legal recourse in this and similar cases

Key Challenges

- Suppliers requesting extensions of time
- Cost adjustment mechanisms unclear and in dispute
- Unclear responsibilities for administering delays and overruns
- Burdensome claims management process causing additional project delays

Why BSI was Selected

- Experience managing scope changes on similar projects
- Proven approach for clarifying responsibilities in divergent contractual environments
- Knowledge of national legal framework and compliance requirements
- Suite of dashboard reporting tools

Project Scope

- Onsite contract management
- Onsite progress scheduling
- Periodic executive dashboard reporting

Project Approach

- Objective analysis of contractual underpinnings
- Mutually exclusive assignment of responsibilities
- Unambiguous documentation of procedural activities
- Administration of cost adjustments
- Recommendation of methods for mitigating damages