**“PROJECT CONTROLS & CLAIMS ADMINISTRATION” CASE STUDY**

**ABOUT THE CLIENT**

<table>
<thead>
<tr>
<th>Industry</th>
<th>Gas and Electric Utility</th>
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<tbody>
<tr>
<td>Revenues</td>
<td>$85 billion</td>
</tr>
<tr>
<td>Employees</td>
<td>150,000</td>
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<tr>
<td>Location</td>
<td>Europe</td>
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<tr>
<td>BSI Service or Solution</td>
<td>Contract Management and Claims Administration</td>
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**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