



## “PROJECT CONTROLS & CLAIMS ADMINISTRATION” CASE STUDY



### ABOUT THE CLIENT

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

### 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