



The Benefits of the CCM Service

Process Improvement

- Sustainable improvements in quality can only be achieved through process improvement.
- The ECC defines a thorough and rigorous process for management of change to a contract
- The application embodies the process and automates it fully

Business Improvement

- Reduce cost of implementing the ECC
- Reduce number and scale of disputes

Risk Management

- Visibility of status of all activities
- Early warning notification
- Rapid resolution of disagreements

Communication

- Instantaneous communication between main players
- Common database, no question about which version of a document or when sent
- Can use E-Mail for notification

Management Information

- Data gathered can be analysed during (as well as at the end of) a contract to highlight issues which need to be managed
- All significant aspects of contract progress recorded and time stamped
- Very high visibility of status and progress at all times
- Information can be aggregated from multiple contracts using report generators

Efficiency

- Simple, point and click operation of the entire process
- Eliminate administrative and secretarial overheads
- IT essential to allow the ECC to be operated effectively

Collaboration/Partnering

- Information can be seen by all parties
- No hiding place

Traceability

- Archive copies of all key documents and attachments maintained
- All key operations time stamped