

# Contract change management

**M**PS Management Process Systems is a management services company whose mission is to deliver innovative solutions that create compelling business advantage, saving money and reducing risks. We integrate our expertise and experience with your need to improve business performance — to deliver innovative results.

MPS have strategic relationships, alliances and partnerships with a number of organisations. These relationships provide a comprehensive knowledge of business requirements and of IT strategic design and delivery trends. We are also members of professional institutions and government sponsored organisations committed to best practice in their respective industries and market sectors.

CCM is currently being used by a range of client organisations such as EDF Energy, National Grid, Environment Agency, Highways Agency, TfL, Imperial College and a number of local authorities. It is also used by most of the major consultant engineers, project managers and quantity surveyors, for example, Halcrow, EC Harris and Arup.

## Collaborative working

Enabling collaborative innovation is a formidable task when working with teams brought together from diverse organisations to work on a project in an ever changing environment. High value solutions result from cutting across organisational boundaries and bringing the best people and the best skills together. Robin Wilkin, Operations Director of MPS, the first IT Partner of The IT Construction Forum, believes that their Contract Change Management (CCM) solution can help facilitate innovation through collaborative working.

Key benefits of using a process management IT support solution in a construction project include timely agreement of change, quality assured contract administration, high visibility to all parties, reduced risk and early completion of the final account. Robin Wilkin adds that users can focus on the construction project, in the knowledge that the technology is being looked after by experts.

CCM is delivered as a web service and supports the NEC/ECC form of contract with software designed and developed by MPS using IBM middleware. The process has been used in a range of construction projects, including Heathrow Terminal 5, the Channel Tunnel Rail Link and a number of Highways Agency projects.

## Business benefits

Management Process Systems provide the CCM system for NEC Engineering and Construction Contract (ECC) projects. The CCM system is an Internet-based service, which supports the contract change process clearly defined in NEC/ECC. It is currently being used by a wide range of clients on civil, power and building projects.

There is plenty of anecdotal evidence that CCM helps projects to reduce risks and save costs. However, the CCM service provider and its customers wanted to ascertain the key benefits of the system. MPS teamed up with the University of the West of England (UWE) and secured £68,000 of funding from the DTI's Knowledge Transfer Partnership programme. UWE are carrying out a two year research project, which started in March 2006, and will

lead to an innovative cost/value measurement methodology for CCM.

## The environment

Business enterprises are driven to be more flexible and responsive to market forces. They are increasingly expected to demonstrate that they have reacted to these demands in an innovative manner. Typically the pressures points are; a tighter integration of IT and actual business process operation, better use of information on process operation and performance, a flexible and responsive IT system that is available on demand and an increased range and reach of business operation.

Organisational dynamics are changing in a fundamental way towards global resourcing and partnerships. Integrated enterprises are the result; built on collaboration with partners. This enables shared risk and control in order to best leverage assets and manage value. The business infrastructure must support doing business anywhere, in any place and with any partner.

Concerns about the physical environment – the green factor, the carbon tax – brings further pressure on business enterprises. Better optimisation of assets and resources are required in order to maintain affordability and achievability through new business models.

The innovative design of CCM, and the delivery of its service support to business partnerships, reflects the requirements arising from these environmental pressures. It supports an enterprise that operates globally with partners, enables more informed business decisions, accelerates transactions, strengthens relationships and is available at the time and place required. It is a good foundation for a real time business solution that supports advanced organisational collaboration.

## Award

Needlemans, a construction commercial management consultant with specific expertise with the NEC form of contract, won the Best Innovation category at the QS Awards 2006. Needlemans' submission described how they and MPS collaborated to develop the Contract Change Management (CCM) system. Robin Wilkin said:

*"We are very pleased that the industry has recognised the contribution made by our partners in the development of CCM. A recent research report by the University of the West of England confirms the benefits arising from a collaborative support system that supports the NEC form of contract. Our customers understand the benefits that first class contract change management brings to their businesses, and the growing popularity of NEC and CCM is testament to the significant business benefit potential."*



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