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West Hertfordshire Hospitals Construction Project Uses CCM System to Support NEC Contract

(London, 29 September 2009)

Management Process Systems Limited (MPS) of Cambridge today announced that their innovative Contract Change Management (CCM) system, which supports the NEC form of contract, is selected for another NHS project for West Hertfordshire Hospitals NHS Trust. Turner & Townsend and Medicinq are the main construction partners of West Hertfordshire Hospitals.

The project in Hemel Hempstead follows the successful implementation of CCM on an NHS P21 project at Watford General Hospital. Turner & Townsend are the project managers for the Trust and Medicinq Osborne (Osborne) are ProCure 21 principle supply chain partner. The team will use CCM to improve their contract management administration on the Hemel Hempstead Hospital Interim Site Reconfiguration project. The reconfiguration is a complex fast track project working in multiple areas simultaneously in a 'live' hospital environment where tight change management and turnaround times are key to a successful delivery.

Rupert Corbett, Project Manager at Turner & Townsend said, "Following on from the successful use of CCM at Watford General Hospital the same Client/PSCP team chose to carry over its use to the new P21 scheme at Hemel Hempstead Hospital. The project team recognised the benefits that CCM delivered in terms of real-time administration of the contract with regards to change management and contractual timescales but also the auditable record of the project that CCM provides."

The Internet delivered CCM system manages the contract change processes set out in the NEC form of contract. CCM is used by an extensive range of clients in the UK, on civils, energy and building projects.

Key benefits – which deliver reduced project risk and costs savings in contract administration include:

- timely agreement of change
- quality assured contract administration
- the early completion of final account
- improved contract management discipline
- real time visibility of risk and change issues
- improved change management
- quality assured processes and consistency of operation
- online access to risk spend information
- rigorous audit trail
- web reporting through the availability of Excel reports

An academic led research project by the University of the West of England (UWE) and the design of an assessment process enables customers to demonstrate provable benefits from the use of CCM.

The Software-as-a-Service (SaaS) CCM system is delivered through an agreement with IBM for Server Managed Services. This agreement includes data centre, hardware equipment and software products, internet services, security and support services.

Robin Wilkin, Operations Director of MPS said, "MPS is recognised as the established industry leader in NEC contract management systems. We are very pleased that WHH NHS Trust, Turner & Townsend, and Medicinq have committed to a further use of the CCM system. The NEC is a successful contract on NHS projects and we plan to increase the use of CCM on NHS and NHS P21 projects."

APPENDIX



Watford General Hospital Acute Admissions Unit
Courtesy of Turner & Townsend Project Management

Editors Notes

Management Process Systems Limited is a management services company whose mission is to deliver innovative solutions that deliver identifiable business advantage to the construction industry. The company has extensive experience in the business processes, methodologies, information and knowledge requirements of the construction industry. This expertise and knowledge is re-enforced by a highly experienced capability to deploy Information Technology in support of business processes.

Information about MPS is at www.mpsprocess.com.

Information about WHH NHS Trust is at www.westhertshospitals.nhs.uk

Information about Medicinq is at www.medicinq.co.uk.

Information about Turner & Townsend is at www.turnerandtowntsend

Contract Change Management (CCM) is an innovative and award winning British success story on the provision of IT support to a key business process. Hundreds of construction industry professionals from most of the large PM, QS, Engineering, and Construction companies have been managing projects worth hundreds of millions of pounds using the system since 2001. These projects have included over a million documents including thousands of Early Warnings giving notification of new risks, and Compensation Events for notification of change.

Client customers include EDF Energy, Highways Agency, Environment Agency, Imperial College London, BBC Workplace, DEFRA, Metronet Rail (LUL/TfL), NAO, Welsh Assembly Government, several Local Authorities, and many more.

MPS are members of the NEC Users Group, Constructing Excellence, and the Association for Project Management. MPS is an IBM Advanced Business Partner.

The University of the West of England (UWE) report 'Improving NEC Contract Change Management with CCM' from their Knowledge Transfer Partnership (KTP) research project showed that 84% of CCM Users consider it as a 'good' or 'excellent' system. Significant tangible savings and intangible benefits are described.

Four key gains leading to reduced costs for customers using CCM are -

1. Increased productivity

Increasing workloads and shortages of skilled managers have led firms to maximise efficiency of their professional staff. CCM enables remote working, less travelling, and more effective use of key resources. Managers spend more time on decision making and less time on administration. They are also able to manage more projects.

2. Improved predictability of outcome (cost & time)

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Predictability of cost and time are two of the top ten key performance measures for business excellence as identified by Constructing Excellence. CCM improves predictability, minimises surprises, facilitates speedy agreement of change, and provides very early close out of final accounts.

3. Reduced risk

CCM facilitates early warning of liabilities and opportunities, improved risk management, increased collaboration, and therefore better-informed decision making. CCM also improves contract management, which reduces the level of risk to all involved.

4. Compliance - Improved audit and visibility

CCM is a secure quality controlled system, which enables compliance in the most challenging and demanding environments. Process visibility and audit ability facilitate improved communications for all participants. Coupled with its ability to transcend location, CCM provides a powerful management tool for all members of the project team.

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