Who are we?

Lifecycle and Liaison Financial are two experienced suppliers to the NHS. We've joined forces to provide a comprehensive new service to help you get better value from your contracts.

LIAISON FINANCIAL

For over 30 years Liaison Financial has been identifying savings in non-pay expenditure for the NHS. Our expertise provides an additional layer of financial safeguarding for the NHS, maximising cost efficiencies whilst ensuring compliance. Each year, our specialist teams delivers savings of over £80m for the NHS to reinvest in healthcare.



The Trust engaged Liaison Financial to investigate areas of underperformance from their soft FM provider. After carrying out an audit of the contract and supporting documentation, the Trust and the Liaison Financial team agreed upon the findings and engaged with the supplier to seek a refund for £260k. In addition to the saving identified, the Trust benefited from an increased understanding of their contract weaknesses which supported the retendering process for a new contract.



Soft FM Contract Acute North West



LIFECYCLE MANAGEMENT GROUP

Focussed solely on serving the NHS for more than 25 years, Lifecycle offers proven expertise in contract management. Lifecycle plans, procures and manages NHS contracts to deliver the lowest whole-life costs and optimal supplier performance. To date, we've delivered more than £200m in savings to NHS trusts.



We would not have got anywhere near the value they are achieving. We have saved enormous amounts of money. Four or five years ago we would have been hard pressed to know how much we were spending on maintenance contracts. Now we can look up online absolutely everything that is under contract - what the status of the contract is, when it is going to renewed and what it costs. It is indispensable.



Steve Williams

Head of Procurement Royal Brompton and Harefield NHS Foundation Trust

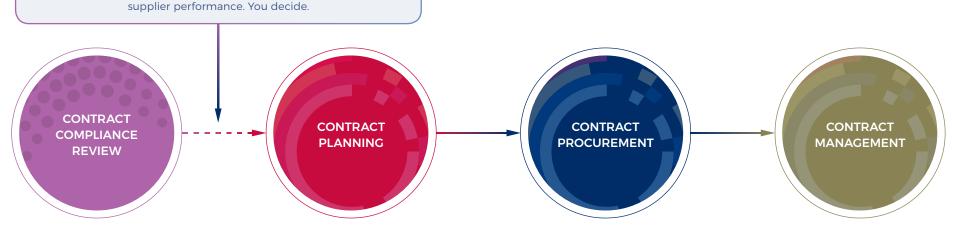


How Contract Lifecycle Management works

Ensuring cost-efficiency and performance over the entire life of your contracts.

Build the service you want

We can review any existing contract and that might be as far as you want to go. However, we can use the lessons learned from the initial review as a starting point for the next one. Or if a review isn't necessary, we can start straight away to make sure you've the right contract which delivers best value, is well managed and improves



compares what organisation has paid to a supplier against the terms of the agreed contracts. If there's an overpayment we'll engage with the supplier to get it back. We manage the entire process and guarantee results without any upfront costs.

We work with you to develop contracts that meet your needs today and tomorrow. If a contract compliance review has identified weaknesses in the current contract, we'll ensure the new one addresses them using bespoke

Once requirements have been agreed, we'll procure the contract compliantly to achieve the best whole-life value, using the most appropriate route to market. which could be formal minicompetitions, full tenders or negotiation.

Once the contract is signed, we'll help vou actively manage it using our team's expertise and our unique software, OPTIMISe. We'll ensure costs remain predictable suppliers perform as agreed and change is managed effectively throughout the contract's life.

Working together on your behalf





Liaison Financial and Lifecycle's complementary skills and services ensure NHS contracts deliver in every aspect, throughout their lifecycle.

CONTRACT COMPLIANCE REVIEWS

Liaison Financial's forensic reviews of contract compliance will help you recover rebates when suppliers overcharge or fail to perform. We can find savings in a number of areas from RPI calculations and income sharing agreements to performance penalties and volume discounts.

Benefits at a glance

- Contract management processes improved

Success Story

The Procurement team needed assistance with a soft-FM contract audit. The Trust felt that over a period of time contract expenditure had increased disproportionately to the level of service they were receiving. They had anecdotal evidence of this but did not have the internal resource to perform an in-depth analysis to identify exactly where these differences lay.

Liaison Financial attended a meeting with the Trust to go through the background of the contract and to discuss the services provided by the supplier. We identified areas of investigation and the team began working through the contract documents, tender documents and performance reports. A series of meetings were held between Liaison Financial and the Trust's staff to discuss initial findings and work through the data and any anomalies that appeared. After the Trust and Liaison Financial had agreed upon the initial findings from the audit, Liaison Financial engaged with the supplier to seek a refund for these amounts.

In addition to the savings amounts identified, the Trust was approaching the end of the contract and used the audit findings to inform the tender specification for the new contract. The feedback from the audit allowed future savings areas to be identified as well as safeguards to ensure that the Trust minimised risk of similar contract compliance issues in the future. Additionally the contingent nature of the review meant that the Trust had a risk free review to identify savings to go towards achieving their CIP target.



WHOLE-LIFE CONTRACT MANAGEMENT

We'll procure and actively manage your contracts to deliver lowest wholelife costs and improve supplier performance. We already do this for more than 6,000 contracts on behalf of the NHS, from services and maintenance to leases and medical devices, which we can manage individually or as a category.

Benefits at a glance

- Procurement savings delivered
- Change is effectively managed
- **Success Story**

Our client retained us to procure and manage a portfolio of 300+ contracts, worth more than £3m, to deliver essential procurement savings and to manage costs and supplier performance throughout the contract's life. The portfolio includes medical device maintenance, hard FM, software and services contracts.

After collating data about the contracts, verifying it both with the Trust and the supplier, we created contract records in OPTIMiSe, our proprietary technology platform. As well as creating the records, we also created a detailed action plan for

As each contract approaches expiry, we discuss requirements in detail direct with stakeholders at the Trust, and agree the strategy for procuring each contract, or group of contracts. Using compliant procurement processes, bespoke contract terms and active change management, we have delivered total savings of £2.9m.

In addition to procuring the contracts, we also manage both costs and supplier performance. For instance, we ensure maintenance records for almost 4000 devices are uploaded direct to OPTIMiSe by the supplier against a pre-agreed schedule. We then chase suppliers to complete any missed visits or negotiate rebates. Compliant records of every maintenance visit are now stored online, and the client has a clear view of which suppliers are performing.







Cutting whole-life costs.
Driving supplier performance.
Delivering savings.

MHS Contract Lifecycle Management

Find out more

If you would like to know more about how the combined expertise of Liaison Financial and Lifecycle can extract greater value from NHS contracts, contact your Account Manager.

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The reviews have gone seamlessly with all parties working collaboratively. Liaison Financial's dedicated AP team worked onsite to validate the findings and were able to access our systems without disruption. In addition to identifying errors, they liaised with our suppliers to confirm savings and discussed how they were to be repaid back to us.

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Service Delivery, Scotland

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During the implementation meeting Liaison Financial provided us with a detailed data request together with additional requirements discussed. We were provided with one point of contact in the form of a dedicated specialist and kept up-to-date with progress at all time. Liaison Financial achieved savings in excess of £100k.

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Service Delivery, Wales

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Management concerns around the transparency of payments to a Master Vendor were raised. Liaison interrogated MI Reports from the supplier and identified a series of anomalies. A full end to end service was delivered on behalf of the Trust including identification, validation and negotiation aspects. A full and settlement was agreed, realising savings in the region of £60,000.

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Master Vendor Contract, Acute North West



www.liaisongroup.com 0845 603 9000 66

They are not the kind of nameless, faceless consultants who make surface level recommendations and then leave before the real work begins. They know their stuff and can make intelligent conceptual leaps - they have more than the obvious in their repertoire. If there are savings to be had and you engage properly as a client, they will tough it out with you and deliver them.

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Alison Masterman - Environment and Infrastructure General Manager Basildon & Thurrock University Hospitals NHS Foundation Trust

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I would award ten out of ten for professionalism and commitment to each and every member of the team.

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Diane Sinclair - Procurement Manager The Christie NHS Foundation Trust

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From the outset they have driven this project and engaged with stakeholders across the Trust to drive it to a successful conclusion. We have a result that I would not have thought possible at the outset. Not only are we now positioned to deliver far better patient care, we have done this by reducing, rather than

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Amanda Pye - Chief Nurse London North West Hospitals NHS Trust



www.lifecycle.co.uk/nhs





an even more effective service.

Liaison Financial and Lifecycle have worked exclusively with NHS trusts for decades, saving them £100s of millions to help meet CIP targets. Now we've pooled our expertise to provide

anticipated throughout the contract's life.

That's why control of the contract, in every aspect, is vital. And that's where the partnership between Liaison Financial and Lifecycle can be invaluable. By actively managing every aspect we can monitor costs and supplier performance to make sure your trust gets the value you

At the best of times, managing contracts can be tough. But in the complex world of the NHS it can be a never-ending challenge. Despite best intentions the performance and value written into your trust's contracts at the outset can evaporate without any clear reason why.

Cutting whole life costs. Driving supplier performance. Delivering savings.