

YOUR CONTRACT

LEVERAGE IS BUILT BEFORE RENEWAL

The renewal meeting is where you use your leverage. The contract lifecycle is where you build it.



Contract Signed

Establish ownership, document the final commitments, and identify the performance measures that should be tracked.

Performance Tracked

Record service levels, response times, escalations, billing accuracy, unresolved issues, and vendor commitments.

Utilization Reviewed

Determine which services, licenses, features, and capacity the organization actually uses and what may have changed.

Market Compared

Benchmark pricing, service levels, contract structures, and available providers before a transition becomes urgent.

Alternatives Evaluated

Understand which providers could meet the organization's needs and what a realistic transition would require.

Business Needs Forecast

Account for upcoming locations, acquisitions, staffing changes, compliance requirements, capacity needs, and technology initiatives.

Renewal Negotiated

Use the information gathered throughout the lifecycle to negotiate pricing, flexibility, performance, accountability, and future fit.