

PERFORMANCE Based Partnerships

A new commercial model based on PERFORMANCE

Has your force implemented a mobile solution that is failing to perform as expected? Is the force seeing low and declining levels of usage of the solution? Or have you not yet implemented a solution over concerns of poor take-up by frontline officers?

At Airpoint, we believe that if a supplier implements a mobile solution to say, 1,000 officers and after 6 months only 150 of them are using it, then that project has failed - and the supplier should bear it's share of the costs of that failure.

What is Airpoint's solution to this? PERFORMANCE Based Partnerships. The risks associated with the project are shared between supplier and customer - the supplier bears the risk for non-delivery and poor performance of the solution, whilst the customer bears the risk for scope creep and functional revisions. How it works in practice is that the force pays initial implementation costs based upon functional requirements (the customers risk). PERFORMANCE targets relating to officer usage are agreed in advance, and Airpoint's licence based remuneration will be paid against these (the supplier risk).

Features

- Project risks are shared between customer and supplier
- Shared objectives with common incentives
- Implementation costs cover full installation for all prospective users
- Usage tracked and reported through Airpoint Management Console
- Strengthens your relationship with Airpoint

Key benefits

- Project costs are directly related to project success
- Makes the supplier accountable for it's solutions
- Only pay for actual usage and so demonstrate improved return on investment
- Delivers confidence to invest in further enhancements to realise incremental benefits



A worked example of a simple mobile application:

A typical solution might consist of £75,000 in implementation charges plus licence costs of £150 per user. For a 1000 officer solution, the total payable is £225,000. With a PERFORMANCE Based Partnership the £75,000 implementation charge is still payable. However, lets say that a 50% level of usage is achieved. The agreed payment terms for such a result may mean that only 40% of licence costs are payable. In this example, the force will pay £60,000 for licences, making a total project cost of £135,000.

Since only 500 officers are using the solution, under the standard commercial model the actual cost is £450 per user. Using a PERFORMANCE Based Partnership will see this figure fall to £310 per user

Airpoint specialises in developing tailored mobile solutions that deliver maximum efficiency for distributed workforces. For more information, please visit us at www.airpoint.net.