

**Breakout No 2: Experiences – KM group**

What are your experiences of GI data supply as a contractor, sub contractor or data custodian?

An NMCA example concerned software supplier:

- New developments pushed the boundaries of the suppliers software
- Needed to work with the company to get the right solution
- New development (benefits the s/w supplier [more attractive], based on investment by client)
  - o New software is now more attractive to a wider market
  - o This benefits the supplier
- Input required but both parties – needs to be win/win.

A software provider described a software development scenario:

- Long term contract [6 years]
- Generalisation
  - o Different data from different sources (but all using the same standard)
  - o Interpretation of the data standard is different
- Long periods when nothing happened (client inactive)
- Now turned this round
  - o 3 x staff from client now in 1spatial office – now better progress
  - o Expect progress of 5 years in next stage to take 18 months
- Requires investment by BOTH parties.

Competitive situation = selection process

- This can lead to tensions and unwillingness to share information

Clients need to take their role seriously

- Some don't understand their role
- Example where the contract was never awarded
  - o Significant wasted effort in behalf of the suppliers in bidding etc

Competitors in the same market

- Sensitive to need for "level playing field"

Complex relationships can cause problems:

- Eg "consortiums" where there is no clear lead across the organisations
- Becomes critical in short-medium term contracts – in this case 21 months.
- Need defined roles and responsibilities
- Need for lead on both sides (customer –supplier)

Partnership success was described:

- Based on collaboration
- Customer imposed a framework on their supplier
- Short timescales to make agreements in the commercial sector
- Personal relationships important

Open dialogue is important:

- Need to be able to discuss models for pricing, technical aspects etc
- Need a clear and "willing" partnership
- All involved are "stakeholders" – shared responsibilities
- It can be an issue if one of the parties is very commercially focussed
- Issues over who has Intellectual Property Rights

SUPPLY CHAIN is moving to SUPPLY NETWORK