



BENTLEY MOORE EXECUTIVE



**Programme & Project
Transformation Services**

Third Party Supplier Exit Service

Introduction

All organisations undertake transformation activities as part of their evolution, growth, and pursuit of sustained profitability. These activities are typically delivered through projects and programmes that drive change across the organisation and its business operations. In today's complex and dynamic business environment, this often involves working with multiple third-party suppliers who deliver critical services, systems, and capabilities.

At some point in the business lifecycle, these supplier relationships reach an end. The reasons vary: commercial expiry, service underperformance, strategic change, mergers and acquisitions, or transformation programmes that introduce new service models or technologies. Whatever the reason, managing supplier exits effectively is vital. A poorly managed exit can lead to service disruption, financial loss, contractual breaches, and reputational damage.

Our Third-Party Supplier Exit Service provides structured, end-to-end management of supplier exits, ensuring that the process is controlled, compliant, and aligned with business continuity objectives. The service is holistic, covering organisation, people, technology, process, services, operations, efficiencies, third party supplier management, legal compliance, procurement, contract, and commercial management.

We ensure that supplier exits are handled with precision, accountability, and minimal disruption to the organisation's operations and customers.

Third-Party Supplier Exit Services

Our Third Party Supplier Exit Service is a specialist transformation capability designed to manage the disengagement of external suppliers and the transition to new service providers or internal teams.

This service ensures that all technical, operational, contractual, and commercial aspects of supplier exit are managed seamlessly. It provides the structure and governance needed to decommission services, transfer assets and data, manage obligations, and protect business continuity.

We deliver complete supplier exit and transition programmes, including:

- Exit strategy definition and planning.
- Contract and commercial management.
- Knowledge and asset transfer.
- Data and systems migration.
- Supplier performance closure activities.
- Onboarding and integration of new suppliers.

The objective is to ensure a clean, compliant, and efficient exit that protects service integrity, manages risk, and enables future operational stability.

The Challenge

Scenario 1: Private Sector – Multi-Supplier Exit and Transition

Consider the scenario where a large private sector organisation embarks on a multi-year outsourcing transformation, involving the exit of several incumbent suppliers across IT infrastructure, application development, and service operations.

The programme requires the novation of contracts, parallel onboarding of new suppliers, and the coordination of interdependencies between exiting and incoming suppliers, particularly in areas such as data transfer, tooling, and security management.

The internal teams lack the necessary supplier exit expertise and transition management experience to coordinate such a complex set of parallel activities. The scale of the work, combined with the absence of in-house capacity, can lead to fragmented planning and inconsistent communication between suppliers.

As the exit phase progresses, significant risks emerged: incomplete handovers, loss of service knowledge, contractual disputes, and delays in system migration. These issues can cause escalating costs, prolonged outages, and a loss of confidence from internal stakeholders and customers alike.

The lack of a structured supplier exit governance exposed the business to commercial penalties, service level breaches, and reputational damage. The financial impact would be severe, with unplanned OPEX expenditure and additional contract extensions required to stabilise service continuity.

Scenario 2: Public Sector – Policy-Driven Transformation Requiring Supplier Exit

Imagine a major central Government public sector organisation undertaking a legislatively policy-driven transformation programme to deliver new legislation mandated digital services across the department. The programme requires exiting incumbent suppliers and onboarding multiple new providers to support the new service model. The programme has a fixed legislative deadline by which new systems, services, and suppliers have to be operational.

Internal resources are insufficient to handle the scale and complexity of the supplier exits. There is limited understanding of exit readiness requirements, and no single view of supplier interdependencies, exit timelines, or contract obligations.

As a result, the transition planning will become fragmented, and supplier disengagements misaligned with onboarding schedules.

The organisation faces the risk of missing the legislative mandated go-live date, with critical consequences: policy implementation delays, contractual penalties, and negative scrutiny from stakeholders and the public. Additionally, there was a real risk of data loss and service interruption as legacy suppliers disengage.

Without an experienced external team to manage the supplier exits, the organisation would lack the control, coordination, and governance needed to deliver a compliant and timely transition. The cost of unplanned remediation and emergency contract extensions significantly exceeded the planned budget.

Both scenarios illustrate the high level of risk that organisations face when supplier exits are not professionally managed. These risks are not limited to cost but extend to legal exposure, operational instability, and reputational damage.

How We Can Help

We have extensive experience in delivering Third Party Supplier Exit Services across both public and private sector organisations, helping organisations plan and manage supplier

transitions with accuracy and control.

Our consultants manage the full lifecycle of supplier exit: from early-stage planning and risk identification through to exit execution, onboarding of replacement suppliers, and post-transition stabilisation. We bring to each engagement our deep understanding of contractual frameworks, supplier ecosystems, and multi-party operational interdependencies.

We can be engaged at any stage of the supplier exit journey:

- At the outset, to define the exit strategy and governance framework.
- During delivery, to manage the transition and ensure control.
- Midway through, as troubleshooters to recover a failing exit process or avert business risk.

Our approach is holistic and we provide structured exit planning, detailed readiness assessments, contract mapping, and performance reporting to ensure all obligations are met and every supplier exit is managed to completion without disruption.

Our extensive experience spans cross-domain, multi-sized supplier exit and onboarding programmes, including those driven by mergers, digital transformation, outsourcing, and policy change.

We also work closely with C-suite executives, providing strategic advice on exit planning, supplier risk, contract strategy, and service continuity management.

Our role is to ensure that supplier exits are not a point of failure, but a structured, well-managed process that delivers stability, compliance, and measurable business value.

Bentley Moore Executive

We are Bentley Moore Executive, we are here to lead, advise, assist and provide you with specialist Third Party Supplier Exit Transformation Services.

Contact Us

Should you wish to discuss any of your requirements and how we can help you, you can contact us as follows:

0333 012 9079

info@bentleymoore.co.uk

www.bentleymoore.co.uk/services

Our Services



C-Level Advisory



Transformation



Professional
Services



Staff
Augmentation



Troubleshooters



As a Service
Solutions



Website Services



Contact Details



Jason



Dave