



**BENTLEY MOORE EXECUTIVE**

# **3rd Party Supplier Management**



**Third Party Supplier Management  
Consulting Services**

## Introduction

Every organisation, regardless of size, sector, or maturity, relies on third-party suppliers to deliver essential services. These may range from simple outsourced activities to highly complex, business-critical services delivered on site, directly interacting with internal staff, customers, systems, and operations.

When suppliers perform effectively, they enhance organisational capability, reduce internal burden, and support delivery of strategic objectives. However, when suppliers underperform, behave inappropriately, or fail to meet contractual obligations, the consequences can be significant: operational disruption, financial loss, reputational damage, regulatory exposure, and erosion of internal confidence.

Effective Third-Party Supplier Management ensures that suppliers deliver to expectation, operate within defined contractual boundaries, and support organisational success rather than undermine it.

Bentley Moore Executive provides specialist expertise to restore control, improve performance, and establish robust, sustainable supplier management structures.

## The Challenge

### 1. Underperformance That Continues Despite Repeated Interventions

Organisations often attempt:

- informal feedback
- escalation via account managers
- minor contractual reinforcement
- additional meetings or reporting

...but still experience:

- persistent SLA breaches
- missed milestones
- poor behaviour
- unresponsiveness
- low accountability
- service degradation

When internal attempts do not resolve the issue, more assertive and structured intervention is required.

### 2. Insufficient Internal Capacity and Expertise

Supplier management responsibilities frequently sit across:

- service owners
- contract & commercial teams
- service management functions
- business relationship management teams

Yet none of these roles are dedicated solely to:

- intensive supplier oversight
- behavioural correction

- root-cause investigation
- structured performance improvement
- formal remediation enforcement

Most internal teams have full-time operational responsibilities and lack the time, expertise, or seniority to challenge suppliers effectively or drive meaningful behavioural change.

### 3. Multi-Supplier Environments Increase Complexity

Larger organisations, especially those in:

- financial services,
- regulated industries, or
- central government

...often operate within a complex multi-supplier ecosystem with overlapping services, shared responsibilities, shared risk boundaries, interdependent SLAs, and inconsistent behaviours.

The challenges include:

- suppliers blaming each other
- lack of clarity over "who owns what"
- misaligned accountability
- inconsistent service delivery
- poor collaboration between vendors
- fragmented reporting
- unmanaged escalations

Without structured, intrusive supplier management, performance declines across the entire environment.

### 4. Lack of Behavioural Oversight

Underperformance is not always technical. Sometimes the issue is:

- uncooperative behaviours
- refusal to collaborate
- failure to take ownership
- poor communication
- unacceptable escalation turnarounds
- unwillingness to share information
- resistance to change

Behavioural issues require specialist handling, rooted in:

- stakeholder management,
- negotiation expertise,
- conflict resolution,
- cultural awareness,
- strategic engagement, and
- firm commercial reinforcement.

## 5. Contractual Blind Spots

Many organisations lack a full understanding of:

- contractual obligations
- service definitions
- SLA frameworks
- governance requirements
- remedies, penalties, or service credits
- termination pathways
- performance improvement obligations
- compliance mandates (e.g., data, security, service continuity)

This makes it difficult to enforce the contract effectively—even when non-compliance is obvious.

## 6. High-Risk Scenarios Requiring Specialist Intervention

Certain conditions require a structured, expert-led response:

- major service outages or repeated failures
- vendor refusing to comply with agreed remediation
- evidence of contractual breach
- serious data or security risks
- upcoming supplier exit or transition
- multi-year transformation dependency on a single vendor
- public sector supplier scrutiny or ministerial interest

In such cases, organisations require specialist third-party supplier management consultants with experience managing complex vendor landscapes, challenging underperformance, and restoring control.

## Our Third-Party Supplier Management Consulting Services

We provide end-to-end supplier management expertise, delivered as advisory support, hands-on delivery, or as a fully managed service.

### Supplier Performance, Compliance & Behaviour Oversight

- Contract compliance assessment
- Detailed performance evaluation
- Full SLA & KPI assessment and recalibration
- Supplier behavioural assessment and remediation
- Monitoring of adherence to governance frameworks
- Independent auditing of supplier processes and reporting
- Review of communication protocols & escalation responsiveness

### Performance Management & Remediation

- Formal performance review and challenge
- Root-cause analysis of service failures
- Creation of structured Supplier Performance Improvement Plans (SPIPs)
- Enforcement of contractual remedies and service credits
- Alignment with commercial, service and technology stakeholders
- Progress tracking and outcome measurement

- Establishing consequences for non-compliance

## **Service Effectiveness & Operational Assurance**

- Service delivery review
- Cross-supplier dependency mapping
- Service process analysis and improvement
- Operational risk assessment
- Integrated service model optimisation
- Identification of operational inefficiencies
- Alignment with TOM, SIAM, or service transition models

## **Commercial & Contractual Management**

- Review of contractual obligations
- Contract enforcement guidance
- Preparation of formal letters, notices, or escalations
- Commercial negotiation strategy
- Supplier incentives vs penalties assessment
- Identification of contract leverage opportunities
- Exit-readiness commercial review

## **Supplier Relationship Strategy & Behavioural Change**

- Supplier relationship health checks
- Behavioural alignment workshops
- Conflict resolution and mediation
- Re-establishing executive-level engagement
- Resetting expectations and performance culture

## **Risk, Compliance & Security Oversight**

- Risk identification and mitigation
- Security compliance review
- Data handling and information governance checks
- Identification of vulnerabilities linked to supplier performance
- Integration with corporate risk registers
- Alignment with regulatory obligations (where applicable)

## **Service Recovery & Escalation Management**

- Crisis response support
- Service recovery planning and leadership
- Issue triage and escalation
- Supplier mobilisation during critical events
- Stabilisation planning

## **Supplier Exit, Replacement & Transition Support**

Where supplier performance does not improve, we can support:

- assessment of termination options
- contract termination strategy
- exit planning and governance
- interim service continuity planning



## Third-Party Supplier Management Consulting Services

- onboarding and transition to a replacement supplier
- knowledge transfer & service handover oversight

### Our Extended Supplier Management Service Lines Include:

- Third-Party Contract Management
- Vendor Risk Management
- SIAM (Service Integration and Management)
- Service Transition and Supplier Exit Management
- Governance Framework Design
- Operating Model (TOM) Alignment
- Multi-Supplier Performance Framework Development
- PMO, Change & Transformation Advisory
- Stakeholder & Communications Management

These can be delivered individually or as part of an integrated supplier performance recovery engagement.

### About Bentley Moore Executive

We are Bentley Moore Executive, a London-based consultancy specialising in third-party supplier performance management, governance, commercial assurance, and service recovery.

Our consultants bring:

- deep operational and supplier management expertise
- cross-industry experience (public sector, financial services, technology, enterprise)
- hands-on performance recovery leadership
- commercial insight and contractual rigour
- the ability to challenge suppliers effectively at senior levels

We restore performance where internal attempts have failed, re-establish control, and protect organisations from operational, commercial, and reputational harm.

### Contact Us

To explore how Bentley Moore Executive can help your organisation regain control of third-party suppliers, address underperformance, or establish a mature supplier management capability:

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# Our Services



## Website Services



## Contact Details



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