

# Retainer control and SLA reset

Role: Risk and vendor governance lead. Organisation: technology business (anonymised). Period: Apr 2023 - Jan 2024.

## Overview

Retained CRM and MarTech supplier review focused on commercial controls, service quality, and integration stability.

## Evidence highlights

- Spend: approx GBP 44,171 across migration, Office RND integration, and related work.
- Support log efficiency: P1 response vs resolution ratio approx 7.96:1.
- Integration risk: recurring API errors between HubSpot and Office RND.

## Risk process

### Define

Scope set to retainer spend and support activity with the objective to reduce risk while maintaining service continuity and decision quality.

### Assess

Retainer spend and hours were analysed alongside support logs and error patterns. Operational, commercial, data integrity, and security exposure were assessed.

### Treat

SLA redesign proposed with tighter response and resolution metrics. Scope boundaries and remediation milestones were defined, tied to measurable service outcomes.

### Monitor

MI cadence established for retainer hours, response and resolution ratios, and API error rates with escalation triggers for governance reviews.

## Outcomes and learning

- Evidence created for contract renegotiation and control tightening; baseline established for service performance and integration risk.
- Vendor risk decisions are strongest when cost, service metrics, and integration stability are reviewed together with enforceable controls.