

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.