

\$150,000 RECOVERED THROUGH EFFECTIVE MILESTONE MANAGEMENT



SITUATION

An industrial manufacturer outsourced some operations to service providers under a milestone-based payment structure. It struggled to verify that each milestone had been successfully completed prior to payment request.

IMPACT

This resulted in payments for incomplete or unacceptable deliverables and significant manual administrative efforts to reconcile payments to completed work.

RESULTS

nextSource configured the VMS system to automate the milestone approval process, eliminated payments without appropriate authorization, established an exception handling process, and administered payment. The client was also counseled on whether the engaged resources would be better managed through a time-and-materials or fixed price arrangement.adjust to emerging needs.