

Technology and Outsourcing

Capability Statement



There are many good reasons why we are ranked as the leading technology and outsourcing practice in the Thames Valley...

The main reason is that unlike many firms, we provide more than just the expertise, experience and value for money that you expect. We combine these with innovation and a determination that allow us to focus on both your business as well as your legal needs.

We are recognised as being the only firm to genuinely focus on the Thames Valley and M4 corridor in the technology and outsourcing market, as well as having London clients. With offices in Oxford, Reading and London we are able to provide specialist, tailored advice specifically to meet your needs.

In addition to generic legal expertise in the technology and outsourcing sector, our team has substantial specialist skills in sectors such as transport, logistics, research and education, manufacturing, financial services, energy, life sciences, publishing, media and entertainment.

Our lawyers have considerable experience working in-house and on secondment in public and private sector organisations, which gives us 'insider knowledge' on the issues you are facing.

Our group is led by Partner, Dr Sam De Silva. Sam is a specialist technology and outsourcing lawyer who has worked on many strategic technology and outsourcing projects for leading law firms in the UK, Australia and New Zealand.

"Clearly very 'knowledgeable', Sam De Silva is 'commercially aware' and acts for Domestic & General, Telephonetics, and British Friendly."
Legal 500 (2011)

"Manches provide good response times and knowledge. Their advice is sound and the team has good experience of all areas of commercial and IT contracts work. Of the three firms in the Thames Valley area I've used, Manches have offered the best value for money."

Nick Johns, formerly with Research Councils UK

Why us?

Our experience and understanding of large scale technology and outsourcing contracts goes significantly beyond the drafting and negotiation of legal terms and conditions. We offer many years of experience 'under the bonnet' of project negotiations and strategy, enabling us to negotiate effectively and pragmatically. Our early warnings and preventative action on legal issues regularly preserve goodwill between parties and provide project momentum.

We focus on maximising the value of clients' project legal spend, with legal support and risk analysis that assists, rather than obstructs, the commercial objectives. Crucially, we appreciate that successful legal support often requires an understanding of project personalities, strategic objectives and timescales, every bit as much as the legal imperatives.

What we can do for you

Our technology team is excellent at advising both suppliers and customers, in the public and private sector, from high-growth start-ups to major international companies on the full range of issues, including:

- Outsourcing, including off-shoring and shared services
- IT and non-IT procurement, including advice in relation to all aspects of the supply chain and framework agreements and regulatory advice
- Software development, licensing and support, including open source and cloud computing issues
- Systems integration
- Licensing of technology and know-how
- E-commerce, including online aggregator services and online marketing
- Data protection

What others say

We are very proud of our strong reputation, established over three decades of working in the Thames Valley.

1st tier ranked for Information Technology in the South East in the Legal 500 since 2006.

"Manches LLP's 'partners and staff are highly responsive and exceed expectations', often making the firm a 'preference to many big-name London firms'."

The Legal 500

"Manches' IT team is 'brilliant, reliable and responsive'. The quality of service is outstanding and the advice is sound, challenging and given in plain English."

The Legal 500

"Very thorough individuals. Do just what we need, and never make life more complicated than necessary."

Chambers and Partners

Some examples of our work

Members of our team have been involved in the following projects:

ELEXON

Advised ELEXON on its outsourcing arrangements with Cognizant for applications management and development of its IT systems for balancing and settlement. ELEXON is the Balancing and Settlement Code Company for Great Britain. ELEXON procures, manages and operates the services and systems which enable the balancing and imbalance settlement of the wholesale electricity market and retail competition in electricity supply.

Demica

Demica is a global provider of capital management technology and services. We advised Demica in relation to a complex service arrangement with one its clients, a major global investment and retail bank, which involved structuring options to acquire licences to a software-as-a-service solution. It was the first project of this kind for Demica.

Fujifilm (UK) Ltd

We have advised Fujifilm on its arrangements for the supply of software (on an application service provider model) to Boots for its digital online photo services.

Eckoh Plc

We advised Eckoh on its supply contract for an IVR system to Premier Inn so that customers and potential customers of Premier Inn can make or cancel bookings and seek customer support. Eckoh is the UK's largest provider of hosted speech recognition services which focus on speech recognition and IVR technology.

Wirebird Limited

Wirebird is a provider of IT and communications services. We advised Wirebird in relation to its first major outsourcing project, where Wirebird effectively took over the entire IT asset management function of one of its clients. The project included advising Wirebird in relation to its change of contracting model (from on-site services provider to outsourced service provider) as well as negotiating the outsourcing contract itself.

Investment Property Databank (IPD)

IPD provides software-related services to the owners, managers and developers of real estate. We advised IPD in relation to its licence of a major software enterprise licence

Major Insurance Company

Advising a major insurance company on a number of business critical software licence, software support and telecommunication contracts.

Merchant Bank

Advised and negotiated on behalf of a merchant bank arrangements with a software supplier for the supply and support of a treasury system.

RCUK Shared Services Centre

We advised this shared services centre established by the seven UK Research Councils on the procurement of multimillion pound systems to support the procurement, grant administration and payroll activities it carries out on behalf of the Research Councils.

Our clients include

Arieso
 Argiva plc
 Babel Media Limited
 Biotechnology and Biological Sciences Research Council
 Wiley Blackwell
 Business Performance Limited
 Delagua Water Testing Limited
 Delivery of Advanced Network Technology to Europe Limited (DANTE)
 Demica Limited
 Derivation Limited
 Datapulse
 Doctors.net
 Engineering and Physical Sciences Research Council
 Helveta Limited
 JANET
 MacBeal Limited
 Natural Environmental Research Council
 Peter Brett Associates
 Phocas Limited
 RCUK Shared Services Centre Limited
 smartFOCUS plc
 Sportsworld Group Limited
 Wirebird Limited

Our commitment to this sector is demonstrated by the fact we publish a bi-monthly online Technology Bulletins and regular client alerts on our website www.manches.com

MANCHES

The Thames Valley Information Technology team is led by Dr Sam De Silva. For further information please contact Sam on 01865 722106 or by email: sam.desilva@manches.com

Manches is a leading law firm in Oxford, Reading and London. We advise clients on all areas of business law, including property, corporate, commercial litigation and dispute resolution, employment, intellectual property and technology law.

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