
Sent: Sun 21/10/2007 4:06:19 PM (UTC)
To: KamarulzamanS
Cc: Terblanchel; BaldwinD
Subject: FW: Royal Mail - Project Light

Sharmin

Below is a draft response to Stephen. Please could you check this with Ian /Dave before it goes out to ensure that I have not missed anything that needs to be said (or they can respond to this directly), and then send it to Stephen cc. the others on Monday.

Thanks,

David

Dear Stephen,

Thanks for your comments. In particular I appreciate your remarks about the commitment that both sides have continued to demonstrate, despite the difficulties we have encountered with the project. We will certainly continue the efforts to ensure that the project can move off Red Alert status on an agreed basis at the end of the month.

If we can pass this milestone this would be appropriate point for us to conduct a 'lessons learned' exercise - Dave will nominate someone suitably senior but independent from within Fujitsu to do this.

I agree with your point about drawing the line under the history - like you I hope we will be able to do this - and move forward to a continuing strong relationship between our companies.

Regards,

David

-----Original Message-----

From: stephen.windsor-lewis [GRO]
Sent: 19 October 2007 17:22
To: Courtley David
Cc: wendy.powney [GRO]; ray.vaughan [GRO]; mike.p.davies [GRO]; Terblanche Ian;
tony.mccarthy [GRO]
Subject: Royal Mail - Project Light

David

A few thoughts following the Executive Red Alert call earlier this week.

We continue to be concerned that this project isn't delivering what it should be, but appreciate that isn't due to a lack of commitment from both parties. In fact, we're pleased with the progress being made to recover this project, and ask you to now make every effort to deliver the complete Red Alert Exit testing by the further revised target date of the end of October (following this week's additional system delays).

In the expectation that Red Alert Exit will be achieved, we have agreed to a meeting between Ian Terblanche and Ray Vaughan to discuss the commercial issues that have arisen through the delivery of the project. In that meeting, we will be seeking compensation from you as we have incurred higher costs than expected, and we will address your concerns regarding the stopping of invoice payments.

We have also identified the need for a 6 month extension of the current MDS service from 24/10/07, but acknowledge that both parties want to make changes to elements of that service.

I'd now like to draw a line under the Project Light history by successfully completing the exit criteria and resolving the commercials, and look

forward to continuing with what has been overall a very strong and successful relationship between Royal Mail Group and Fujitsu.

Regards

Stephen

Stephen Windsor-Lewis
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