

## Large Defense Contractor Engages Shipley to Salvage Contract and Expand Presence

### Challenge

A large, global aerospace and defense contractor was at risk of losing a major, multi-million dollar, multi-year contract due to performance issues during the early phases of contract performance. There was also an adversarial, hostile, relationship between contractor and customer caused by miscommunication. This contract was critical to the viability of this client's business unit and reputation. The client also wanted to expand its presence and revenue potential within specific Government agencies.

### Solution

The client knew of Shipley's capability and reputation and engaged Shipley to intervene with the Government customer to work through contract issues and position them for additional opportunities. Shipley assigned a senior consultant to interface with the procurement office and resolve contract issues. Shipley data analysts and consultants also helped position the client for add-on work with this contract and to other agencies requiring similar solutions.

### Results

Within six months, Shipley was successful in helping the client meet with Government procurement officers to salvage the contract and expand business opportunities within this and other agencies. Shipley was also instrumental in turning around an adversarial customer/contractor relationship to a "professional contractor" status. The client has benefited from significant add-on business as a result of Shipley's intervention and is viewed as one of the most profitable business units within the client organization.



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