

Susan McKiernan

Counsel

London

Biography

Susan is an experienced IT contracts lawyer with a particular knowledge of how technology is applied in the financial services sector. Her main focus is advising financial institutions on the contracts for their strategic IT projects and she supports her clients in implementing innovative digital and technology solutions whilst managing legal and regulatory risk.

Susan has been actively involved in developing industry-wide solutions to electronic data exchange issues. She worked on both the Origo Legal Framework and the TISA Exchange contract club, which was established to facilitate the electronic re-registration of assets and portfolios between platforms.

Susan has considerable wealth platforms experience, having advised several UK life companies on the procurement of their wrap and corporate platforms and outsourcing of related services.

In addition, Susan has extensive experience of drafting and negotiating both customer and supplier IT services contracts, including for development projects, software licensing, cloud, and systems integration. She provides practical and commercial advice based on her experience, knowledge of market practice and an understanding of the regulatory environment in which



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Languages

English

Practices

Financial Services

Industries

Financial Institutions

Areas of focus

Outsourcing

Product Compliance

Product Development and Approval

clients are operating.

Representative experience

Advised Royal London on the establishment of Bright Grey, supporting the business to manage a large number of parallel software procurements.

Advised AXA, Zurich and Friends Life on the procurement of their respective corporate and retail wealth platforms from FNZ UK, including ancillary contracts.

Advised Royal London on its outsourcing of insurance administration and IT support services.

Advised a leading UK insurance group on its transformation project for Solvency II, which involved an innovative cloud based solution.

Advised Origo Services on the Origo Legal Framework project to standardise the financial services industry's approach to the legal issues around electronic data sharing.

Advised TISA on an industry legal framework for the electronic transfer of assets between platforms and the creation of the TeX contract club.

Advised a retail bank on the strategic outsourcing of all multi-service print and document production services for its group, including framework call-off arrangements.

Advised a major retail bank on the re-negotiation of a business processing outsourcing.

Advised a UK insurance group on the procurement of an integrated contact centre, including migration of the existing contact centre and IT support services.

Advised a UK financial institution on the successful exit from its platform services agreement following a strategic review by the business.

Advised an international bank on the re-negotiation of its agreements for its investment platform.

Advised a global ATM software product company in connection with software licensing agreements for its middleware software product.

Advised insurance product providers on the IT, IP and data issues arising in distribution and affinity arrangements, and on contracts with portals and aggregator sites.

Advised a retail bank on its white-labelling arrangement with a major travel and entertainment services provider on issues of compliance, data protection and e-commerce.

Advised a software provider on its on-line ticketing service for major exhibition venues, and drafting and negotiating the relevant software development contracts.

Advised a start-up on the provision of multimedia content for mobile phones and its agreements with mobile telecoms services providers and partners.

Latest thinking and events

- Hogan Lovells Publications
 - Insurance Horizons 2019
- Hogan Lovells Engage
 - A harmonising approach: the EBA finalises its outsourcing guidelines but what are the next steps?
- Hogan Lovells Engage
 - EBA calls on financial institutions to tackle ICT and security risk management
- Events
 - FinTech Connect Live