

Dear (add name),

Study Title: An Investigation of Business-to-Business Relationships within Large Multi-Vendor Software Implementations based on Commitment-Trust Theory

I would like to invite you to take part in a study being conducted at Lancaster University Management School which is exploring the roles that commitment and trust play regarding the successful implementation of large software projects. Particular emphasis will be placed on the commitment and trust between vendor and customer, and also between different vendors. Please see the attached Participation Information Sheet for details regarding the project.

I am contacting you because I believe you to be a professional project manager who is interested in, or has experience of, large multi-vendor software implementations.

I wish to conduct in-depth interviews, lasting up to an hour. With your permission, the interview will be digitally recorded. Anonymity and confidentiality will be assured at all times. You will be asked to sign a Consent Form at the start of the interview, which is also attached for your information.

If you have any queries regarding the study, or wish to be interviewed, please contact Richard Williams at Lancaster University (r.williams4@lancaster.ac.uk / 01524 592214).

Thank you for your time.