

Procuring a Managed Data Network Service for a Major Retail Group

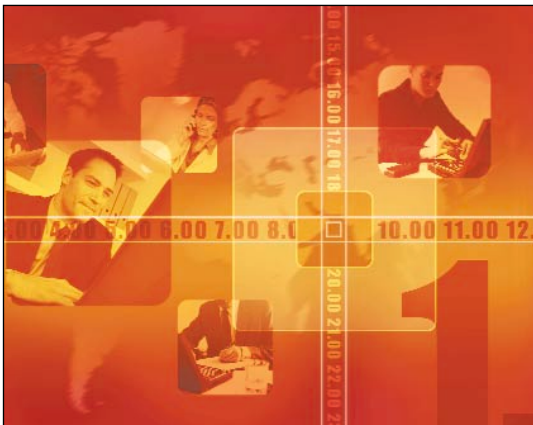
Business drivers

This case study will be of interest to large corporations across all sectors that need to:

- ▶ Exploit their group purchasing power to reduce the operating costs of their telecoms services
- ▶ Improve the service levels they receive from their telecoms suppliers

Client

IT Director of a UK based retail group, with over 2,000 stores in 16 European countries.



Client situation

Assistance was needed with the complex exercise of outsourcing all data network services to a single supplier. The client needed a framework agreement to reduce data communications costs and a standard group-wide SLA with a multi-services solution (with a menu of service options to meet each of the operating companies technical requirements).

As it was the first time an initiative had been attempted on a group-wide basis, a major

consideration for the project was how to account for all the communications and technical requirements across the operating companies. Each had its own method of service provision and, in some cases, multiple incumbent suppliers of telecoms services.

What we provided

The individual needs of each operating company were established by interviewing the key executives in each one. These communication requirements were then translated into a detailed and comprehensive ITT (that would later form the basis of the final contract and SLA schedule).

Simple but effective quantitative and qualitative evaluation tools were developed to assess supplier responses. The supplier's responses could then be evaluated against a set of criteria agreed with the client.

Project outcome

The final contract including a detailed service level agreement was drawn up between the client and the selected supplier. The contract to a single supplier guaranteed significant savings whilst improving service levels across all the operating companies.