

Sourcing

Development of a suitable sourcing strategy and monitoring of service providers

SLA-driven Provider Steering

Monitoring of service delivery and management of service level agreements. Assessment of current SLA fulfillment via a comprehensive service management approach.

Sourcing Transition

Ensuring a smooth service transition including a well executed transfer of knowledge to the new service provider.



Sourcing strategy

Analysis of the existing service portfolio and assessment of multiple sourcing strategies. Derivation of the sourcing strategy directly from your IT strategy and its value proposition to the business.

Provider Management

Set up of an efficient and effective provider management organization. Definition and implementation of the required services, processes, roles and organizational setup.

RfP & Tender Management

Definition of service requirements and selection of suitable service providers. Design of the RfP documents and support during the whole tender process.