

RIGHT-SOURCING

Most corporations review their IT sourcing arrangements periodically, from smart sourcing certain individual services through to large scale full outsourcing of whole IT divisions. The Amittas senior management team have a wealth of experience and expertise in this area that we are prepared to offer our clients who may have a management experience shortfall in one or more of the many different vital disciplines involved.

Key Benefits

- Vital niche management skills available to the project when needed
- Business and IT executive confidence in the project approach and its final outcome

Key Features

- Flexibility to meet a variety of different needs and scale
- Overall leadership and project coordination if required
- Professional processes and audit trail to maintain stakeholder buy in

Business Challenge

IT executives are constantly under pressure from their businesses to demonstrate they are providing best possible value for money services. Business stakeholder confidence will only be fully gained if the sourcing dimension has been openly and credibly explored.

In reality this means much more than a short evaluation by internal management who may have only limited or out of date previous experience in this area.

This is not just a problem that presents itself to organisations new to outsourcing. Many companies outsourced IT functions some time ago and are now suspicious that they may no longer be getting best value for money to the extent that they wish to seriously contemplate changing sourcing partners through competitive tender or bringing service back in house. In either case significant time may have elapsed since the original outsourcing was done and the current in house management team may have very limited experience of the multitude of issues that have to be considered and the pitfalls that must be avoided.

Our Solution

Initial independent sounding board

Our initial engagement is usually confined to an initial discussion with the IT executive facing the challenge, during which we would jointly assess how best we could help. Often this leads to a short assignment to understand the relevant history, appreciate current stakeholder perceptions and provide what we consider to be realistic optional approaches to the way forward. This can be extended if required to giving our view on the relative specific skills and experience levels needed to pursue those approaches.

Assisting the process

Having chosen and agreed the approach the IT executive may wish to use us in a number of different ways to help ensure a successful process is followed, for instance:

- Advice on short list selection
- Running a formal invitation to tender process
- Validation and benchmarking of technical requirements and solutions offered
- Development of an internal base case
- Creation of a credible cost benefit case
- Contract development advice
- Support for commercial negotiations
- Re-creation of an internal organisation and process in the event that an existing outsourced service is brought back in house.

Leading the project

We are fully experienced and capable of providing overall project leadership and management if required.



“Right-sourcing forensically examines all supply opportunities from outsourcing to out-tasking to managed services”

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Business Benefits

Involving Amiitas in your right-sourcing evaluation and execution helps you gain and maintain the buy in you need from your stakeholders, including:

- Your own people and their representatives who will need sensitive support and communication, ensuring the project is not undermined
- Your customers who need assurance that they will get the quality and reliability of service they need for the best possible price
- Your CFO who will need to be convinced that the cost benefit case is credible and that the benefits are fully realised
- Your head of legal who will need to be confident that contracts are watertight and cover all risks
- Your CEO who may need to be assured of the strategic benefit of a new partnership
- Your auditors and external regulators (e.g. the FSA) who may need to be convinced that a professional selection process can be demonstrated to have been followed

Clients who have benefited from our services include:

*Deutsche Bank
Hitachi
BT
Verizon
Emagine
Royal & Sun Alliance
IATA
Resolution Life*

About Us & Our Approach

We pride ourselves in working in partnership with our clients to ensure business objectives are met. No matter how difficult or complex the project may be, we always work as a team and ensure all of our stakeholders are successful. We are open, honest and are trusted by our clients to honour our commitments.

Service is our business and customer satisfaction our goal. We have a can do ethos which means that we will always deliver what has been asked.

Key Deliverables

One of our key principles is that all general advice we offer should be supported by an appropriate documented fact base and specific recommendations are driven out of auditable processes we bring to the party and follow. This provides the necessary openness for decision making and gaining of commitment from all parties that is vital to any right-sourcing project.

At each stage of the project, where our involvement is needed, we will clarify explicitly and agree with you in advance precisely what information is required, the process we will follow and the tangible deliverable.

Should you require overall programme management from us, we will adopt our preferred inclusive and open communication approach wherever practical, without losing sight of the particular sensitivities involved in right-sourcing projects. We are always more than happy to follow our client's specific project and programme governance disciplines and reporting standards.



The Amiitas Advantage

Proven Track Record of Experts

Our service delivery experts have real operational experience gained from holding senior management and executive positions at many global and blue chip companies such as Morgan Stanley, Goldman Sachs, Motorola, HBOS to name but a few. This wealth of experience coupled with our customer diversity means that optimal solutions can be implemented in short time frames according to our customer's requirements.

Vendor Agnostic and Market Knowledge

We hold a vehement vendor agnostic position when it comes to selecting products and tools. We firmly believe in maximising the use of existing client investments and will not try to sell you something that we do not believe you require. Our extensive knowledge of the marketplace allows us to provide our clients with the advice they need when additional investment is deemed necessary.

Delivery, quality, results and value

We are business people who pride ourselves on exceeding the expectations of our clients through the quality of service we deliver and value we create. We only have one agenda, to ensure that our client's business objectives are successfully achieved!