



SOURCING

Assisting clients on their sourcing journey, from deciding on the most appropriate sourcing strategy, to selecting the right suppliers and negotiating contracts that work in the real world. We support clients in maximising the value they generate from their IT supply chain, by utilising our optimised sourcing methodology and deep industry knowledge base.





SOURCING STRATEGY

Optimises the way in which organisations procure IT and that it is aligned against business goals, delivering best in class value and innovation, with a manageable risk profile



BUSINESS CASE DEVELOPMENT

Developing and managing the business case, as part of the sourcing programme. Utilising Coeus methodologies and experience, we ensure clarity to aid complex decision making, whilst aligning to clients finance models and processes



CONTRACT DEVELOPMENT AND NEGOTIATION

Expedited and robust development of IT contracts that are more appropriate and beneficial for clients, review of existing contracts to assess vendor / service performance and to understand whether they are delivering the value expected, formulating and executing strategies for remediation of under-performing contracts



SUPPLIER SELECTION

Accelerated and structured process for conducting IT tenders through market knowledge, best practice, proven methodologies, insight and genuine delivery experience, and supplier community relationships



EXIT AND TRANSITION PLANNING

Utilising the tools and methodologies of our transformation practice, we assist clients in developing their exit, transition and transformation plans

CASE STUDY - GLOBAL PHARMACEUTICAL

Background

Coeus was asked to run a sourcing process to develop and issue an RFP for global end user services, in order to consolidate all end user service support under a single operating model. (Existing model - two externally provided global service desks and approx. 115 locally delivered service desks).

Approach

- Detailed development of the end user service (EUS) descriptions (including scope, objectives, roles & responsibilities, SLAs/KPIs, etc.) based upon the desired future state of the EUS services (including Service Desk, On-site Support, Asset Management, etc)
- Detailed definition of the RFP document, based upon data gathered by the client team
- Development of a Commercial Model for Suppliers
- Detailed Planning and Execution for issuing the RFP

Deliverables

- EUS Functional & Non-Functional Requirements
- Service Catalogue and Detailed Service Descriptions for EUS
- Internal vs External RASCI for End User Services
- Current State Assessment Data Sheet
- Target Service Level Agreements & KPIs
- Commercial Model
- RFP Documentation
- Business Change and Communications Approach for Transition / Transformation of EUS Services

Benefits for the client

- The client gained a clear understanding of the target end state required for provision of cost effective and efficient EUS Services, achieved through consolidation of all EUS Service Desks under a single global operating model
- The detailed service descriptions allowed the client to assess and short-list EUS Vendors to support the global transformation