

## A 5 Step Process to Avoid a 12 Step Program

Let's face it, sourcing is not a new concept. Many consulting firms propose a multi-layered, multi-tiered approach that, if you paid per sheet of paper, would eat up your ROI. Others espouse a "sourcing-lite" process that hurries you to market with a one-size-fits-all short list of vendors. But many of these consulting firms rarely stay beyond contract signing to see if their approach was really effective for YOU. We're different. We have walked the talk. Our experience as CIOs has helped us design a Sourcing practice that dispenses with industry jargon and unnecessary complexities in a pragmatic way that has been tested by our own work. So let's keep it simple but complete ... here's our **5 Step Process to Avoid a 12 Step Program**.

- 1 **Strategy Design & Decision Making**
- 2 **RFP Development**
- 3 **Selection & Contract Negotiation**
- 4 **Transition & Implementation**
- 5 **Governance Construction**

Each of the Premis steps are designed to deliver efficient results as standalone initiatives with customized deliverables or consecutively as a complete Sourcing Lifecycle approach. - Each step building upon the knowledge gained from the previous.

### Step 1: Strategy Design & Decision Making

During *Strategy Design & Decision Making*, Premis will assess and help you align your IT strategy with your business model and fully develop an outsourcing, insourcing, or mixed strategy that works for YOUR organization. If you've already settled on a sourcing strategy, you could go directly to Step 2. But you should come back before you leave Step 3, to baseline your costs, measure client satisfaction, and document desired outcomes.

#### **Premis exclusives that make this step easier:**

A risk-adjusted ROI tool that quantifies your benefits. A creative web-based client & employee satisfaction survey that gathers and assesses qualitative as well as quantitative results. A change-readiness assessment with mitigation tactics and business case examples that can be incorporated into your ROI. A TCO model that provides an accurate apples-to-apples market estimate pre-RFP for real world budgeting. Business case presentations that help sell your plan to any audience.

### Step 2: RFP Development

The facts are ... it takes time to write a good RFP. We've created a selection approach that quickly separates the winners from the "also-rans". This is where our experience as clients has changed our approach, while still keeping our eyes on the clock.

#### **Premis' "Speedy Gonzales" exclusives include:**

An efficient process with fill-in-the-blank RFP templates that encourage creative responses. A team approach that gets your staff involved and educated on Best Practice RFP Development methods. Sample reports that challenge the market's standard set of KPIs and SLAs. - And tied to the business results, not just speed.

*Premis Consulting Group is an independent executive consulting firm specializing in IT performance improvement and best practice management, from strategy through implementation.*

*We are former CIOs, Consulting Program Managers, and IT Research Directors who have, as both clients and vendors, designed, managed and evaluated large organizations and engagements. These wide ranging experiences have given us insight into what works and what doesn't.*

**PREMIS: Results Beyond Recommendations.**

## A 5 Step Process to Avoid a 12 Step Program

*Sourcing is not easy, in part because it requires dramatic change at all levels of an organization. In an effort to make the process less daunting for our clients, we have pooled our collective experiences and created a five phased process that we believe avoids many of the pitfalls and roadblocks, while more quickly getting you to the goal: Transforming your organization in the most fundamental way for the benefit of your clients.*

*If you are in the process of making a sourcing decision or challenged with getting an outsourced relationship to work, Premis Consulting Group can help.*

**PREMIS: Delivering tools you can use each day, every day.**

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### The Premis Suite of Services Include ...

**Project & Process Reviews**

**RFP Development**

**ERP Sourcing Services**

**Management Consulting**

**IT Assessments & Strategic Planning**

**Sourcing Advisory Services**

### Step 3: Selection & Contract Negotiation

There are a thousand moving parts to this step. The sponsor needs to be involved in all of them, while maintaining executive support. Having a neutral party to turn to for advice can help keep things on schedule at a time when sticking to the schedule is vitally important for momentum and morale.

#### **Premis exclusives for Selection & Negotiation:**

Change management plans to avert organizational meltdown. Proven techniques that prepare the staff and employees for the transition. Forms and assistance for co-developing SOWs during BAFO. The "inside track" on which contract terms should NOT be left out. Assistance with creating a solid PR Campaign for the implementation. Unique insider's view on vendor pricing. Creative incentive plans for retained staff and budget planning assistance for turnover.

**"The Premis approach & suite of tools simplify the process."**

### Step 4: Transition & Implementation

Where the rubber hits the road. Now is when you find out what you didn't know. Or forgot. Many less-than-perfect organizational processes will reveal themselves during this step and need resolved before proceeding to Implementation. Because you will live for a long time with the decisions resulting from due diligence, it's important to stay close to the process. Transition is the time for putting the finishing touches on your new organization and governance structure.

#### **Premis exclusives during this phase include:**

Proven approaches for staying close to your biggest clients. Successful methods for soliciting early feedback which give the info to make decisions and implement changes ASAP. How to negotiate for the best vendor onsite management. A customized transition "Roadmap" for monitoring progress and avoiding pitfalls. Techniques for integrating the vendor into your culture. Proven strategy plans that set customer expectations from the start.

### Step 5: Governance Construction

After the honeymoon is over, how do you keep the relationship strong and successful for the long haul? Many agreements begin to fray after the 18 month mark because expectations change continually. That's why a solid governance model is critically important.

#### **Premis exclusives for Governance include:**

Annual market estimates to know if you still have a good deal. Measuring client satisfaction beyond the 10% you always hear from. How to employ proven Best Practice strategies that foster a true business partnership. Techniques for managing to encourage continual innovation. How when and why to move from quantitative to qualitative measurements and how to refine reporting to reflect the change. Methods for controlling the budget.