

Critical Business System replaced saving IT Reseller 10%

CHALLENGE

Our Client, a UK based IT reseller had suffered from a number of issues with its existing Telephony platform and required new solution for its UK and European contact centres and support teams. The need to identify and procure a replacement Telephony solution was highlighted as a business critical objective. The client needed to ensure that the solution was sourced through an accelerated procurement exercise whilst also ensuring quality and value was not compromised.

SOLUTION

Following the success in delivering a number procurement exercises for our client, Apsiz were tasked with leading the procurement of a new Telephony solution. Working with the client's and project SRO we were quickly able to understand the current progress and develop both the commercial and project specific questions for the procurement exercise. Running the entire procurement exercise through our eSourcing portal, we sourced a pool of potential providers and undertook a Request for Information process to select three of the most suitable providers to invite to the Request for Proposal stage of the project.

Upon selecting the preferred bidder, we worked with the client's SRO to agree the negotiation strategy for the Best and Final Offer negotiations, which once concluded was presented to the client's Executive board and Chief Executive, all of which was managed by our team. Apsiz worked with both the client and preferred bidders legal teams, co-ordinating all correspondence to ensuring all legal and commercial terms were included in the final contract.

RESULTS THAT SPEAK FOR THEMSELVES

- ⇒ Delivery of cash savings of (10%) worth circa £400k (£395k) following negotiation at Best and Final Offer stage;
- ⇒ Cost avoidance saving worth circa £110 (£107k), following the inclusion of Mobility Licencing and 1 years support being offered free of charge following negotiation at Best and Final Offer stage;
- ⇒ Overall savings achieved following negotiation worth circa £500k.
- ⇒ Selection of a best in class, highly resilient (99.999%) Gartner Leading Quadrant Contact Centre Telephony Solution that will assist in business transformation at SCC;