

“Itica led a thorough review of our IPT options, culminating in a fully negotiated contract”

Group Finance Director

BENEFITS

- Voice strategy aligned to emergent business requirements
- Market assessment of IPT technologies
- Fully negotiated contract

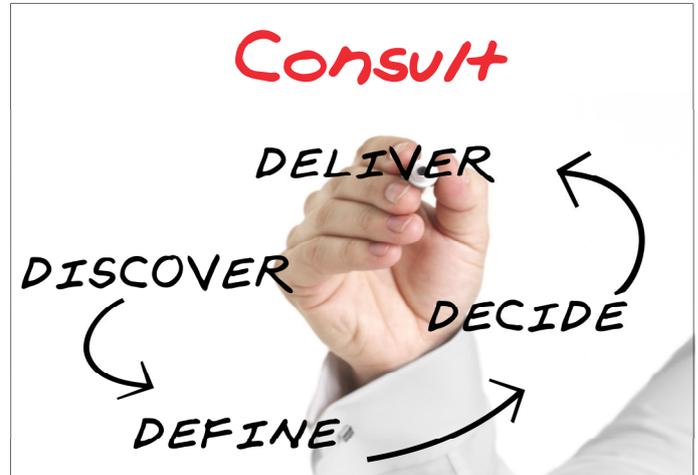
World leading arbitral institution

Itica was engaged to lead the selection of an IP-based voice solution for our client’s London Head Office.

Itica’s brief was to leverage the existing IP infrastructure, meet the user requirements of Head Office and significantly decrease the cost of the large volume of international calls.

It also needed to account for growth in UK staff, increasing levels of remote working and the planned addition of new international locations.

As the current system was shared between our client and another co-located company, the new solution had to be capable of supporting either just our client or both companies.



Itica

Using the first stage (“Discover”) of our generic four stage process, Itica worked with the COO, key business stakeholders and IT teams in each company to establish the full set of requirements.

An RFQ process was then used in the second stage (“Define”) to gather quotes from chosen system/service providers, including the incumbent.

This enabled Itica to set out the technical and commercial solution options, ranging from site-based systems to cloud-based services.

A key finding was that our client could realise much greater savings than the other, co-located company. As a result, the other company elected to remain with the existing system & service provider.

About our client

Our client is one of the leading international institutions for commercial dispute resolution. Its organisation, operation, outlook and services are worldwide, in the fields of arbitration, mediation and other forms of ADR.

It has access to the most eminent and experienced arbitrators, mediators and experts from many jurisdictions, and with the widest range of expertise. Its dispute resolution services are available to all contracting parties, without any membership requirements.

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REVISED DISCOVER AND DEFINE STAGES

From the outset it had been understood that the other company might elect not to proceed.

Itica's process had enabled that decision to be taken on the basis of objective analysis at an early stage, before any supplier selections or short-listing had been made.

The modular design of Itica's processes now made it straightforward to revisit the Discovery outputs and revise them to reflect the updated, solitary requirements of our client.

This included a re-assessment of the building infrastructure and cable access, since the facilities used by the present system would no longer be available for re-deployment.

An RFQ addendum was then issued under a second "Define" stage, highlighting the differences to the originally stated requirements.

Only updates and amendments to the original quotes were requested. This made it possible to quickly obtain responses that were fully aligned to our client's revised needs.

Itica then created its summary report, based upon an updated matrix of:

- Supplier & service offerings
- Total one-time costs to change
- Operating & call costs of the new solutions
- Estimated payback periods and savings

DECIDE STAGE

At the outset, Itica conducted an in-depth presentation on its findings to our client. This culminated in a decision as to which supplier(s) merited further action.

In this particular case, the results were sufficiently clear cut that a sole preferred supplier was readily identified and agreed.

Itica then held a meeting with the preferred supplier so as to obtain a comprehensive, finalised solution and costs.

The results were presented back to our client and permission was granted for Itica to conduct the negotiation of the contract.

This was done using a fully auditable negotiation plan, which clearly set out each point, the response, discussion and outcome.

RESULTS

The negotiations were successfully concluded, enabling Itica to present a fully optimised solution to our client, ready for approval and signature.

A particular benefit of this process had been the ability of our client to initially explore the option of a shared solution with the other company in the building.

When the Define process revealed that the same cost benefits could not be realised by both parties, it enabled them to take their decisions on an objective basis, with minimal delay to the overall process.



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