

Case Study – FTSE 100 Subsidiary

Itica managed the process of sourcing a Global Network Service for a Food business with operations in multiple industry sectors and many geographies.

Benefits Delivered

- > Fully integrated Global Network Services from a single supplier
- > Transparent Commercial Terms
- > Contracted Global Service Levels

Background

The client is a subsidiary of a FTSE100 company with diverse interests and global activities spanning multiple industry sectors.

The client's business and product strategy was driving the need for collaboration and global data sharing between previously autonomous business units and functions. The legacy network involved a diverse set of technical standards and operational models, reflecting the company's history of acquisition, autonomous operation and independent product areas.

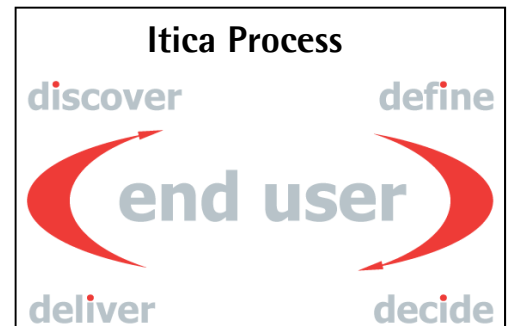
Itica had previously used its *Discover* methodology to produce an Infrastructure Strategy for the client and the Head of Information Systems selected Itica to lead the next stage of the transformation programme, the selection of a preferred supplier through a formal sourcing process.

Situation

The project scope covered the global WAN, new Perimeter Security Services (firewalls, intrusion detection, and Anti-Virus, SPAM and Content Scanning), and Remote Access and Business to Business services.

The primary issues faced by the client were:

- > The legacy network's technical and operational obsolescence was constraining the provision of systems to support new working methods, and expensive air travel had become the norm for conducting collaborative projects
- > Full workforce mobility wasn't possible which was restricting access to existing systems and secure remote access to the new (centrally hosted) collaborative systems
- > There was no overall governance model in place so that technical changes or the introduction of new systems was prolonged, again constraining the business as it explored the development of new ingredients or new combinations of existing technologies and products.



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Actions

Itica worked with the Head of IS, members of the Executive Team and selected end-users, using the *Define* stage of the Itica process to identify twelve measurable criteria the new services had to meet. The defined capabilities included:

- > Provide secure, robust, reliable and repeatable services that are scalable to meet the anticipated
- > Enable global and ubiquitous access to business data and collaborative systems
- > The new services must be flexible and be easily extensible to other areas of the business.

The twelve key service criteria were used as the basis for the *Decide* stage of the sourcing cycle, involving both corporate and local IT staff to approach the market. The activity included:

- > A short Request for Information (RFI) exercise, with the objective of confirming that the market could provide the required capabilities and services and to refine the technical, operational and sourcing options
- > A competitive Request for Proposal (RFP) issued to four suppliers, scoring the responses and facilitating presentations, then gaining agreement across all business groups on the choice of two suppliers for the "best and final" negotiation

Results

- > Fully integrated set of global services from a single source that met the key criteria established with the future end users, and which were within agreed financial targets yet scalable and extensible to underpin the business plans for growth and new systems deployment
- > Transparent commercial terms for current and future provision, together with an active negotiation process between suppliers that improved the service level agreements and reduced the projected lifecycle costs by £400,000, a saving of over 20%
- > Contracted and measurable global service levels covering all aspects of the relationship and service delivery.

Head of Information Systems

"Itica's process and expertise allowed us to understand the differences between the suppliers' technical and operational approaches to arrive at the best result for our business, the by-product of which was global service capability at a cost the business was prepared to support."