



Sourcing & Transaction Execution



The Challenges

Do you remember taking out your first mortgage? With a range of options, each with its advantages and disadvantages it must have been very difficult to obtain the optimal deal, unless you worked with someone you trusted who understood each of the various options, articulated the risks and benefits of each and recommended what seemed right for you.

This dilemma also exists in business. When entering into an outsourcing transaction, it can often be difficult to know the options available and the methods that should be employed to source the optimal outcome for your company.

There are numerous providers that differ in size, culture, industry specialism, functional expertise, reputation and capability. In addition, there are different levers that can be used with different providers to obtain the key objectives for each organisation.

It can be wise therefore to enlist the assistance of a trusted advisor with the knowledge, experience and expertise to guide you through this process.

Our Approach

Proservartner offers expert advice during the entire sourcing & transaction execution process.

Define Scope & Identify Service Requirements	Solution Development	Managing RFP & Due Diligence	Contracting
<ul style="list-style-type: none">Establish scoring criteria for each processAccess functional process scopeDevelop geographical scopeDistinguish definition of serviceDefine service requirements	<ul style="list-style-type: none">Develop outline solution (scope, business case, phasing, timelines etc)Define change management & communications strategyUnderstand HR considerations	<ul style="list-style-type: none">Shortlist vendorsDevelop and share invitation to tenderDevelop RFP and communicate to shortlistManage bid cycle to obtain a favourable price with the optimal solutionFacilitate due diligence process	<ul style="list-style-type: none">Revisit BPO StrategyDevelop objectives for each contracting scheduleEnsure all relevant data is gathered including for activities, cycle times and productivityNegotiate with vendor(s)

• Each engagement is delivered by a team with the skills to deliver the capability together with the functional expertise to articulate the impact on the function
• We guarantee delivery of the business outcomes and share risk and reward to ensure we have the same incentives as our clients

Our five stage approach is to: understand the organisational strategy; set the scope; develop the solution; then manage the provider analysis and comparison process through to contracting.

Our Proposition

We provide a specialised service that ensures that the outcomes desired from the initiative are achieved.

Strategic Risk Management

- In a volatile market we believe assessing the risk of each provider is important
- We test the organisations appetite for risk and ensure that the provider selected matches the risk appetite
- We ensure that mitigations are contractually for key risks that exist ie. Business continuity plans

Value and Quality

- We assess what “value” and “quality” means to your organisation
- We will push the provider community to provide and contractually agree the value desired at the maximum quality levels

Key Drivers

- We understand the key drivers for the change programme in your organisation, and how these align to the strategy of the firm and that of the function
- Given those drivers, we agree with you specific objectives of what we want in a contractual agreement with the provider
- We then help you deliver those

Working with Proservartner

Proservartner’s service offerings range from activities to support discovery, advice and guidance right through to fully managed solutions.

We foster the development of long-term partnerships with our customers because we offer them a choice, we treat them with respect and we deliver on our promises.

Next Steps

The Proservartner team can provide further detail on the Sourcing and Transaction Execution toolset and the potential benefits for your business.

