

Case study

Pharma / Outsourcing of all telecom services.

How a leading big pharma company evaluated and selected telecom partners in a fast moving telecom industry.

Business situation

Fixnet telephone services,

Mobile telephone services,

Audio conference services,

Call center services, Invoice management service,

Engineering and IMAC services,

not coordinated, not aligned and not synchronized.

Goals

Outsourcing all telecom services.

Establish an ITIL-based service management for telecom services.

Standardized SLA service level management for all telecom services.

Designed measurable SLA service level agreements.

Implement service reporting.

Simplification and standardization of the Telecom service catalog.

Simplification of the service cost structure.

Optimization of service costs to actual market price.

Procedure action

Stakeholder Mapping,

Collect and analyse data,

validate opportunities,

Prepare a technology roadmap, strategic analysis of the complex situation,

generate and evaluate options, work out a risk and contingency plan,

implement the source plan for the category telco through precise planning,

negotiations with suppliers. contract execution and implementation of change.

benefits results

World-class Telco strategy with breakthrough TCO savings and value creation through supplier and sub-supplier consolidation for the buy-and the supply-side.

Compliance through all telco categories contracts with the telco supplier.

Selection of best-in-class telecommunication partners to meet customer requirements.