

Case study

Preferred vendor program for IT services for an international Pharma company.

How a global top-five international Pharma company selects the IT partners.

Business situation

The IT suppliers delivered not enough value for the money.

On-going overrun of IT-budgets.

Business requirements and supplier risks were not managed.

No pre-qualified IT alliance partner and preferred vendor in place.

Goals

Ensure the availability of the external IT resources.

Maximize value for money.

Find opportunities to develop and exploit a best-in-class supplier relationship.

Implement an IT supplier relationship management process.

Consolidation of the spend to less suppliers.

Build strong sustainable partnerships to IT alliance partners and preferred vendors.

Procedure action

Forming a team with representatives of all sectors.

Situation analysis.

Align business requirements and selection criteria.

Work-out a supplier and supply market research.

Establish process to request the IT supply market with RFI Request for Information, Supplier pre-qualification, RFP Request for proposal, supplier audit, organize bidder/supplier presentation.

Conduct bidder/supplier audits.

Negotiate and select appropriate IT partner.

Linking the customers needs to the customers sourcing process.

benefits results

Strategic IT alliance partners and preferred suppliers defined and contracted.

Stakeholders policies implemented.

Number of suppliers significantly reduced.

Communication, ordering and contracting process simplified.

On-going supplier performance management process in place.

Simplified processes to work with IT partners.

Resulted in a social responsible, sustainable and well monitored working relationship.