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## > Case Study: Complex RFP for Network Managed Services

<b>Client</b>	Global diversified financial services company
<b>Industry</b>	<b>Financial Services</b>
<b>Country</b>	USA
<b>Challenge</b>	Consolidate the business and performance requirements for six service management areas for four lines of business to create a \$30+ million network managed services RFP
<b>Situation</b>	The client was seeking to outsource management and maintenance of six service management areas: Network, Contact Centers, Network Security, Telephony, Professional Services, and Cabling. The service areas collectively supported over 30,000 employees and 90+ facilities, and were spread across the 10 states where the firm had personnel, branches and offices. The client wanted to issue the RFP within 2 months.
<b>InTech Solution</b>	InTech assembled a SWAT-like team of seasoned consultants to visit primary sites and gather, analyze, consolidate and document detailed systems requirements for each service area. The resulting 200-page RFP contained detailed information on current operations and processes, overall service level expectations, and in-depth service requirements for each of the six service management areas. InTech went on to advise the client during the bidder working sessions, final selection process and subsequent contract negotiations.
<b>Results</b>	The client issued the RFP within the target timeframe, and was able to successfully navigate a complex, multi-faceted selection process to select the best service provider for outsourcing its business-critical IT functions.
<b>About InTech</b>	The InTech Group, Inc. is an independent global communications consultancy that develops advanced communications systems in demanding environments to make people, products and technology work better. Our team specializes in designing strategic and creative communications solutions, delivering rapid-response intervention in volatile installations, and making complicated communications environments work. InTech's team includes a global affiliated workforce and a core team of strategists with over a century of collective communications experience. For more information, visit InTech at <a href="http://www.intech-group.com">www.intech-group.com</a> .
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