



"InTech's team always acts in a professional manner and has their clients' best interests in mind when dealing with vendors. I would highly recommend them."

Director of FAC development,
Large municipal government

Case Study: Create Complex RFP (\$30+ million)

Consolidated requirements for six service management areas for four lines of business to create network managed services RFP

Client

Global diversified financial services company

Situation

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.

Solution

InTech assembled a 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.

Results

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 (totaling greater than \$10M USD annual spend).

About InTech

InTech is an independent global communications consultancy offering high-value managed services enhanced by 25 years of consulting expertise. InTech's Managed Services for Voice and Data are distinguished by high-touch customer service, worldwide resources, continuous process improvement, and consistent client communications. Our Consulting Services align communications with business strategy and processes by designing innovative technical solutions that make people, products and technology work better.

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