

# How we support your IT procurement

We've got a proven track record of crafting your digital transformation through to achieving your goals. We understand the challenges and pitfalls during transformation where we set you up to succeed



**TECHNOLOGY  
TRANSFORMATION  
GROUP**

# Unlock the key to successful IT procurement!

Finding a reliable supplier to implement your solution doesn't have to be hard.

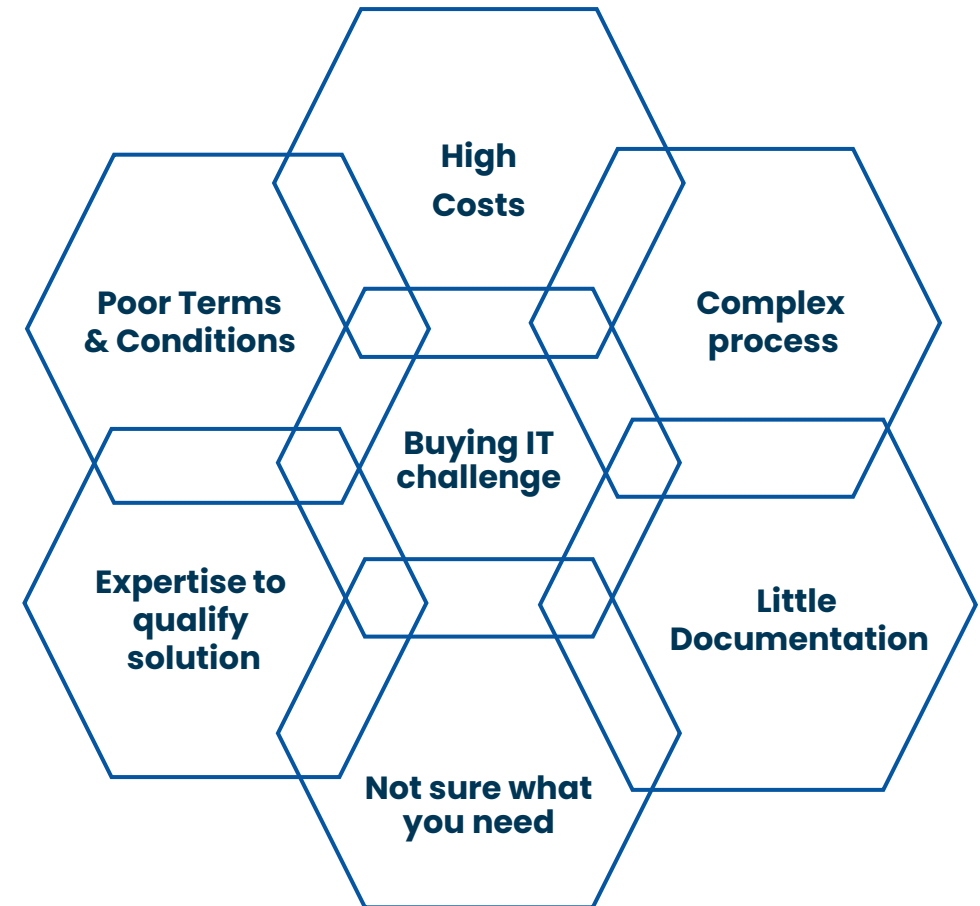
Unfortunately, legacy technology and outdated processes can stand in the way of progress.

## **Our 3s Supplier Framework is here for you!**

This stepping-stone service promises guidance that will get you well on your way towards ensuring success – so ask yourself:

- What do I really want?
- How can I future proof my plans?
- Should this service operate internally or externally?
- Do we have the expertise to select the right solution?

**With our experience, we'll make sure finding an integrated answer isn't just easy...it's stress free**



# Overview of our framework

We've built our framework to guarantee you the best solution for your organisation into three distinct steps

## Define your RFP

**Our team takes the time to get into your business world and really understand what you need from a supplier.**

Using our expertise, we craft an RFP that perfectly meets those needs. With this tailor-made approach, you can be sure of getting solutions aligned with all your ambitions – making it easier for suppliers to provide exactly what you're after.

## Supplier Preparation

**Unlock the potential for your solution by engaging the market!**

Ensure NDA confidentiality before you start sharing information and invite suppliers to attend briefing sessions. Clarify expectations during one big meeting or individual meetings, confirm their RFP participation so they feel valued, field questions from them in a timely manner and review credible proposals for technical solutions – all while staying on track with clarifications if needed.

## Supplier Award

**A shortlist of prequalified suppliers is the first step to selecting a partner for your business.**

From there, we'll ask the suppliers to present their presentations tailored to your key performance indicators and scenarios; then score each presentation on its merits before engaging in price negotiations. We will organise customer site visits and references. Once one supplier stands out from the crowd, review & agree to all legal aspects prior to awarding them with the contract – that's how it's done!

# 3's Supplier Framework

Define your RFP			Supplier Preparation		Supplier Award		
Assess	Technology	RFP Creation	Issue RFP & Clarify	Supplier proposals	Selection & Negotiation	Contract Sign Off	
<b>Existing provider</b> <ul style="list-style-type: none"> <li>Contract Review</li> <li>Services provided</li> <li>Exit Dates</li> </ul>	<b>Technical review</b> <ul style="list-style-type: none"> <li>Technical Assessment to clarify any gaps/interdependencies</li> </ul>	<b>Fully documented RFP</b> <ul style="list-style-type: none"> <li>Scope</li> <li>Requirements</li> <li>As-Is design / process</li> <li>Solution Architecture</li> <li>Future Strategy</li> <li>Critical success factors based on scenario /KPI</li> <li>RFP process</li> <li>RFP document packs</li> </ul>	<b>Engage the Market</b> <ul style="list-style-type: none"> <li>NDA's prior to sending information</li> </ul>	<b>Proposals Received</b> <ul style="list-style-type: none"> <li>Acknowledge and register each proposal</li> </ul>	<b>Shortlisting</b> <ul style="list-style-type: none"> <li>Prepared down selection criteria</li> </ul>	<b>Supplier award</b> <ul style="list-style-type: none"> <li>Scoring &amp; evaluation criteria completed</li> <li>Feedback on unsuccessful bids sent out</li> </ul>	
<b>Business Assessments</b> <ul style="list-style-type: none"> <li>Frustrations and challenges</li> <li>Pain points</li> </ul>	<b>Future Strategy</b> <ul style="list-style-type: none"> <li>Define goals and where you want to get to</li> </ul>		<b>Supplier Briefing sessions</b> <ul style="list-style-type: none"> <li>Series of meeting with the potential suppliers to clarify that they fully understand your requirements</li> <li>Confirmation of RFP participation</li> </ul>	<b>Define &amp; issue clarifications</b> <ul style="list-style-type: none"> <li>Review each proposal thoroughly and issue any clarifications</li> <li>Technical review of proposal on solution design</li> </ul>	<b>Supplier presentations</b> <ul style="list-style-type: none"> <li>Presentations based on KPI's / scenario's</li> <li>Evaluate and Score each response</li> </ul>		<b>Legal contract</b> <ul style="list-style-type: none"> <li>Review &amp; agree</li> </ul>
<b>Documents</b> <ul style="list-style-type: none"> <li>Review any diagrams, documents of your existing solution</li> </ul>	<b>Define Scenarios / KPI's</b> <ul style="list-style-type: none"> <li>Define critical scenarios to help assess the solution</li> </ul>		<b>Supplier Questions &amp; Responses</b> <ul style="list-style-type: none"> <li>Track and respond to questions from suppliers</li> </ul>	<b>Price negotiation</b> <ul style="list-style-type: none"> <li>Customer references</li> <li>Pricing</li> </ul>			

# How we've applied this for our customers

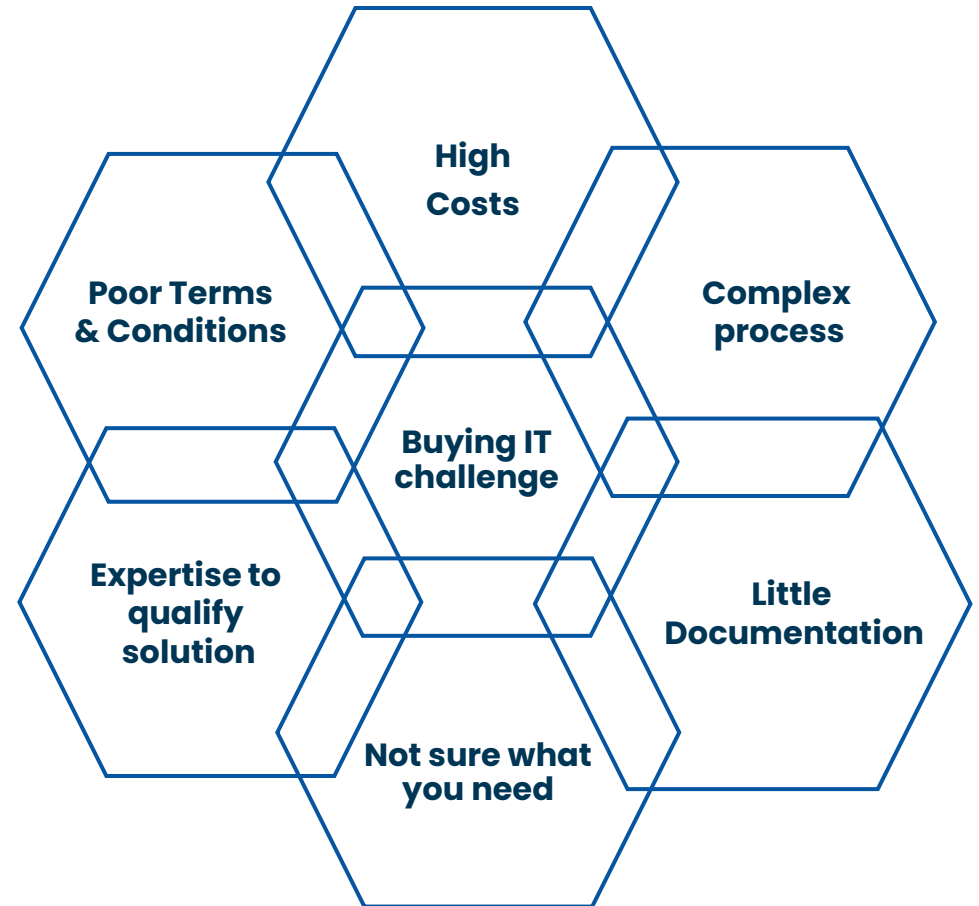
By leveraging our proven framework, you'll get the ideal IT solution tailored to your needs and objectives.

We guide you through selecting technology that aligns with future strategy while helping structure contracts in your best interest - allowing flexibility for change or exit if needed.

And of course, efficiency is key - providing cost-effective implementation plans with an organised operating model for support along the way.

**Managing our RFP process end to end delivered fantastic results - the detail of the RFP really captured our requirements and ensured we purchased exactly what we needed, with added value extras and strong support for our teams. TTG helped us achieve a great cost effective solution, and also to find a great partner.**

**Julie Robinson - Customer Operations Director**



# Norwood

Jewish Charity providing care for adult and children's services, supporting 2,500 residents, 800 staff in 41 homes

Challenge	Solution	Outcome
<p><b>Complex Legacy Network</b></p> <ul style="list-style-type: none"><li>– Organically grown network</li><li>– The service was managed by an MSP</li><li>– Lack of adequate bandwidth in most sites</li><li>– Very slow speeds in most of their locations</li><li>– The equipment old and EOL</li><li>– Their service provider not offering the service Norwood required</li><li>– The network had poor security</li><li>– No monitoring or alerting information never provided to the IT team</li></ul>	<p><b>Gathered all the requirements and conducted RFP</b></p> <ul style="list-style-type: none"><li>– Created an inventory of the circuits and the network equipment in each location</li><li>– Managed the whole process, 3 phases, which are: RFP Preparation, RFP (Issued to Suppliers, Supplier Responses and Proposal submissions) and finally Supplier selection and contract award</li></ul> <p><b>Norwood now has</b></p> <ul style="list-style-type: none"><li>– A modern network architecture that encompasses best of breed SD-WAN and Next Gen Firewall</li><li>– Dedicated internet lines without any bandwidth contention, high speeds with ultra-low latency</li><li>– Self-healing SD-WAN capabilities</li><li>– Intuitive orchestration</li><li>– SLAs achieving 99.999% target service availability, backed by a 4-hour target fix</li></ul>	<p><b>Cost Savings</b></p> <ul style="list-style-type: none"><li>– Network savings of £64,000 per annum</li><li>– Savings on EOL equipment £40,000</li></ul> <p><b>Competitive advantage</b></p> <ul style="list-style-type: none"><li>– State of the art SD-WAN solution with modern security and integrated VPN to desktop.</li></ul> <p><b>Improved Residential Care</b></p> <ul style="list-style-type: none"><li>– Residents able to use streaming media and staff able to use cloud-based services without impacting each other</li></ul> <p><b>Adaptable</b></p> <ul style="list-style-type: none"><li>– With the new services in place, easy to change and adapt their care in any location</li></ul> <p><b>Reporting</b></p> <ul style="list-style-type: none"><li>– Full monitoring and alerting with access to dashboards that shows all their services</li></ul>

# G's Fresh

Global Agriculture producer £500m, with farms over UK producing fruit and vegetables

Challenge	Solution	Outcome
<p><b>Rural Farms</b></p> <ul style="list-style-type: none"><li>– Poor network connectivity to access corporate solutions</li><li>– 12 farms required</li><li>– Bandwidth challenges due to rural locations near Cambridge, no fibre</li><li>– Aging Firewalls and challenging to manage</li><li>– No circuit resiliency</li><li>– Time pressure to put in SD-WAN / cost effective network</li><li>– Low networking skills in the IT department to manage</li></ul>	<p><b>Kato Networks</b></p> <ul style="list-style-type: none"><li>– Created a full RFP to assess market and solution</li><li>– Engaged with suppliers to deliver a SD-WAN solution</li><li>– Created technical future landscape integrating into existing network</li><li>– Implemented bonded 4 / 5g data sims to provide increased internet capacity</li><li>– Provided failover and resiliency</li><li>– TTG performed technical implementation, managing SD-WAN configuration into existing network.</li></ul>	<p><b>Cost Effective Solution</b></p> <ul style="list-style-type: none"><li>– 12 farms implemented with full resiliency</li></ul> <p><b>Next Gen Network</b></p> <ul style="list-style-type: none"><li>– Secure, resilient, improved capacity network</li></ul> <p><b>Farm in a box</b></p> <ul style="list-style-type: none"><li>– Flexibility and agility to add in new / change farms into the network</li></ul> <p><b>Implementation</b></p> <ul style="list-style-type: none"><li>– Delivered in 8 weeks, from RFP to implementation</li></ul> <p><b>Fully managed</b></p> <ul style="list-style-type: none"><li>– Solution is managed by partner rather than internal IT team</li></ul>

# Abbeyfield

Abbeyfield is an English housing charity providing care in over 103 residential sites supported by 1,300 staff

Challenge	Solution	Outcome
<p><b>Complex Legacy Network</b></p> <ul style="list-style-type: none"><li>– Organically grown network</li><li>– Multiple suppliers for the similar services</li><li>– Old and aging network</li><li>– Performance issues due to low bandwidth</li><li>– Not cost effective to run network</li></ul> <p><b>Unacceptable Wi-Fi Service</b></p> <ul style="list-style-type: none"><li>– The Wi-Fi service running on old and EOL hardware</li><li>– The Wi-Fi service offering very poor speeds</li><li>– Weak Wi-Fi signals and connections dropping regularly for most users</li></ul> <p><b>Mobile Phones</b></p> <ul style="list-style-type: none"><li>– Poor inventory management</li><li>– No standardising of tariffs or suppliers</li></ul>	<p><b>Gathered all the requirements and conducted three RFPs</b></p> <ul style="list-style-type: none"><li>– Created an inventory of the circuits and the network equipment in each location</li><li>– Gathered a full inventory for the Wi-Fi in every location</li><li>– Gathered a full inventory for the mobile phones issued to every user</li><li>– Created a full set of RFP requirements</li><li>– Delivered as per approved OJEU (Official Journal of the European Union) framework</li></ul> <p><b>Conducted the Full RFP</b></p> <ul style="list-style-type: none"><li>– Managed the whole process, 3 phases, which are: RFP Preparation, RFP (Issued to Suppliers, Supplier Responses and Proposal submissions) and finally Supplier selection and contract award</li></ul>	<p><b>Cost Savings</b></p> <ul style="list-style-type: none"><li>– Network, saving of £140,000 per annum</li><li>– Wi-Fi, saving of £185,000 per annum</li><li>– Mobile Phone, saving of £81,000 per annum</li></ul> <p><b>Improved Residential Care</b></p> <ul style="list-style-type: none"><li>– Residents able to use streaming media and staff able to use cloud-based services without impacting each other</li></ul> <p><b>Adaptable</b></p> <ul style="list-style-type: none"><li>– With the new services in place, easy to change and adapt their care in any location</li></ul> <p><b>Reporting</b></p> <ul style="list-style-type: none"><li>– Full monitoring and alerting with access to dashboards that shows all their services</li></ul>



# Abbeyfield

Abbeyfield is an English housing charity providing care in over 103 residential sites supported by 1300 staff

Challenge	Solution	Outcome
<p><b>New HR, rota &amp; payroll solution</b></p> <ul style="list-style-type: none"><li>– Old, aging HR &amp; payroll solution not able to support future needs</li><li>– Significant costs of using agency staff due to challenges with rostering.</li><li>– Time management of clocking in and out</li><li>– Administration effort of onboarding new staff and managing process end to end</li><li>– Complex payroll rules due to different contracts, hours of pay</li><li>– Staff performance and talent management improvements to reduce risk of flight staff</li><li>– Poor staff experience with self service</li><li>– No digital workflow to reduce administration, with many paper based / excel systems in place</li></ul>	<p><b>Cross functional team</b></p> <ul style="list-style-type: none"><li>– Formed working group to define key scenarios across group that would be used to evaluate the software solution</li><li>– Created architecture standards for interoperability and security</li><li>– Defined future goals and aspirations for evaluation</li></ul> <p><b>Engaged the market</b></p> <ul style="list-style-type: none"><li>– Assessed Microsoft, Ceridian, Oracle, Workday and SAP Success factors</li><li>– Technology and implementation partner selected</li><li>– Customer Visits conducted</li><li>– Innovative pricing solution to flex with organisational changes</li></ul>	<p><b>Cost Savings</b></p> <ul style="list-style-type: none"><li>– Significant cost reduction from software licensing, support and future development</li></ul> <p><b>Strategic Technology &amp; Partner</b></p> <ul style="list-style-type: none"><li>– Cloud SaaS platform with strong integration into a Microsoft ecosystem</li><li>– Implementation partner that had good knowledge of challenges in the care sector and solutions that solved all the Abbeyfield scenarios</li></ul> <p><b>Engaged business</b></p> <ul style="list-style-type: none"><li>– Great collaborative effort, led by TTG, that was agreed by the board and staff</li></ul>

# You're in safe hands

We understand the importance of standards.

We've sought external verification to demonstrate that we adhere to the highest industry best practices and standards. We also win awards for the awesome tech we develop for our customers.

computing  
Digital  
Technology  
Leaders Awards  
2021

Highly Commended  
Best Small-to-Medium  
Digital Project

## Change the way you change.

Change never stops — transformation shouldn't either. Book a free consultation to find out how we would delivery your digital transformation, wherever you are on your journey.

Let's talk →



Microsoft  
Partner | Silver Cloud Platform

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Every business is unique in its setup, processes and goals. For us, it's all about **working as trusted partners alongside your business** to consider the whole picture. We take the time to understand your organisation, people and customers so that we can support your team and develop technology solutions that enhance experience rather than hinder it.

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