

Selecting the Right IT Provider

Why You Need IT

Today's business world is filled with procedures and practices that must be employed in order to ensure that the business runs smoothly. IT services providers that truly deliver on the promise of outsourcing are on average 50% cheaper than internal solutions, but the value-added benefits are what distinguish one provider from the next.

10 Questions To Ask Before Selecting Your IT Provider

Small and midsize businesses typically lack in-house expertise when it comes to sourcing and managing relationships with third-party service providers. That includes picking a provider in the first place. Wondering how to make an informed choice? Here are some questions that experienced sourcing managers and outsourcing advisers typically put to service providers to accelerate the short-listing process:

1. Do you have same-size reference customers in our industry that have worked with you on this type of application or process before?
2. What is the average number of days of training provided to the team that will be delivering our services?
3. What is your organization's staff-attrition rate, and what steps will you take to help retain your organization's most effective workers?
4. Do you bring a team on-site, or is the service conducted entirely from your offices?
5. How much time will you need once the contract is signed to staff up a team, train it, and begin service delivery?
6. If there is a problem, or we are dissatisfied for any reason, how high in the organization will you escalate our concerns -- and how quickly will we

The Promise of Outsourcing

The value of outsourcing is that over a 12, 24, or 36 month time period is that your organization realizes the following benefits:

- ✓ 20% to 60% cost savings
- ✓ Measurement and metrics including scorecards, benchmarks, and SLAs (service level agreements)
- ✓ Enhanced internal capabilities across key functions
- ✓ Evolution from current operational performance for key indicators to top quartile performance levels
- ✓ Established reporting and communication rhythms
- ✓ Automated, streamlined best-in-class processes
- ✓ Trained internal employees to bring the outsourcing back-in-house at an appropriate time.

hear back from a senior executive?

7. What certifications does the team that will work on your account have to date?
8. What new processes and new capabilities will be gained in the first six months? First year?
9. Are you willing to pay penalties to us for each day your organization fails to complete a contractually promised delivery date?
10. For ongoing processes or services, will your organization commit to an annual cost reduction so that we can share in the productivity gains realized by your organization?

IT Services Provider Criteria

CRITERIA	WEIGHT (%)	Ranking (On a scale of 1 to 5 with 5 being the highest)
Cost benefit analysis of costs versus outcomes (ROI, EVA, value-add etc.)		
Organization and cultural fit		
Features and functionality match to needs		
Service level agreements		
Breadth of solution covering current and future needs		
Scalable solution		
Best practices that are appropriate for the business		
Technology platform		
Partnership integration		
Service quality		

ABOUT SERENITY SYSTEMS

Serenity Systems improves business performance of enterprises with ERP systems. Through Serenity’s Certification (based on Microsoft’s Infrastructure Optimization model) business goals are supported by the IT infrastructure and ERP system while management is provided with peace-of-mind via user, network, and systems support with performance visualizations. Founded in 2002, Serenity Systems has provided nearly a hundred enterprises with high-impact business-centric technology solutions in support of their business goals.

For more information, contact Mark Leary at 713-647-7272 or reach us at:

<http://www.serenitysystems.com/contact.htm>