ICT Outsourcing - 5raisins' Commercial Architects Service

Outsourcing your ICT systems can bring substantial benefits: lowering cost, reducing risk and allowing you to invest management time into core projects. But for most organisations the very nature of ICT outsourcing means that it is something they only do once - consequently they lack the experience required to architect the best deal with a large ICT outsourcer.

If you are about to undertake any ICT outsourcing deal, you should be asking yourself the following questions:

- What is the complete project scope and how do I define it?
- What is the detailed responsibility matrix - who is responsible for which elements and how are they interdependent?
- How do I manage my legacy operations?
- How do I manage the transition to the new service?
- Do I have any TUPE issues?
- Am I confident I can close down all of my existing opex costs?
- How do I ensure I meet the project timescales? What if I don't?
- What are the right metrics and SLAs?
- What is the best service credit structure to drive the SLA's that matter most to me?
- How do I manage 3rd party contractors?
- What about future proofing against requirements I haven't yet identified- whether technical, operational or commercial?
- What is the optimum way to transfer risk, without ending up paying for a huge 'insurance bill'?
- What is the governance model?
- And how do I ensure I can reverse back out of the contract at the end of its term?

5raisins can bring you the commercial expertise and skills to answer all of these questions, and more. Our team of commercial architects has already saved our clients millions of pounds, and more importantly ensured the successful delivery of their outsourced ICT projects.

We focus on the public sector and the charity sector. We can help you construct and negotiate the best agreement with your chosen supplier, or work with you right from project inception - managing the entire tendering process.

Our team has worked with major outsourcing companies as well as the NHS, local government, the Home Office, National Assembly for Wales, Department of Work and Pensions and national charities.

If you're considering an ICT outsourcing project, then find out how we can save you time, money and reduce your risks - by structuring the right deal for your organisation.