



Press Release

Caution Advised - Extract

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Although choosing new IT software always carries inherent risks, there are ways of approaching a roll-out which can minimise them.

It has been said time and time again, yet still remains true: if the IT industry was monitored half as closely as the automobile industry, most current vendors would be forced to close. Hardware and software in particular, maintains its own rules; rules that are heavily stacked in the interests of the vendor and not the customer.

However, there are many ways in which the inherent risks of choosing software to support strategic and tactical business objectives may be mitigated. Some of these are common sense; others have been learned through years of exposure and personal experience.

The scope of this article cannot address every potential issue or risk in the management of suppliers. Its intention is to introduce some of the issues that need to be considered before, during and after a purchasing decision has been made. The purpose is to highlight some of the major considerations when choosing an IT solution. These include:

- request for explanation (RFX) content and timing; data sheet overhang; return on investment (ROI) metrication; niche hype;
- real life examples, sales, implementation and support; independent validation of performance claims;
- what drives the vendor's sales cycle; sales and after sales commitment; risk sharing strategies;
- methods for staying in control; post sales obligations.

How can you get the best out of your suppliers?

Stay in control. At all times be aware of what they are proposing — what are the skills and expertise required to ensure the success of the project? — And take full ownership of the project yourself.

The supplier's team should form part of the overall project team with their project manager reporting to the project board and so on. Unless it is essential, do not relinquish control over the project. However, ensure you always listen to the vendor. Most often, if what they propose sounds like common sense then it is likely to be the best way forward.

Work in partnership with them; negotiate so that you both end in a win-win situation. Ultimately, the customer/vendor relationship is best optimised if it is synergistic. Your success depends on them, their success depends on you. However, remember that it is you paying for the service.



This is an extract of Supplier Management Strategy paper authored by Mahshid Rafizadeh of imus Ltd. The full article can be downloaded from: <http://www.imus.co.uk/Solutions>

About imus

imus is an independent London based management consultancy and technology organization, specializing in Intellectual Asset Management. **The comprehensive management of knowledge within an organisation is our core business.** With a clear grasp of the challenges faced by organisations today, imus is able to provide all the services required to help our customers manage and retain their intellectual capital by delivering and deploying a Knowledge Based Solution successfully.

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