

Collaboration and Expertise Moves Client from Position of Weakness to Position of Power

Client Problem

A government's overburdened IT department needed a network services upgrade to its aging infrastructure. Servicing a diverse group of agencies complicated their already large task so they asked WillowTree Advisors to help define their requirements.

WTA Solution

WTA performed interviews and a thorough review of the existing network function, gathering requirements from more than a dozen agencies and departments. They discovered that each possessed a unique infrastructure, widely varying technologies, and a complex set of security and communications requirements. Bringing the agencies together, WTA facilitated sessions and reviews that helped the organization understand why current methods no longer worked and what the current best practices were for network services.

The client's ten-year-old service provider agreement was out of date with outmoded requirements. WTA focused on streamlining requirements to meet all stakeholder needs while achieving the greatest cost advantages for the client. Accomplishing this goal meant simplifying their system requirements, understanding best practices, and defining a service delivery model that the client could manage effectively. WTA worked with stakeholders to define an efficient set of technical and business requirements, and created a Re-Procurement Notebook for the client's ongoing use. Further, WTA completed various RFP and contract documents (such as statements of work, service level agreements, and contract terms and conditions), then proposed evaluation measures to guide future decisions and demand a desired level of service from the provider.

Successful Outcome

Combining and streamlining the client's requirements showed each stakeholder how collaborating benefited them as well as the entire organization. Most significantly, the IT staff learned how to manage service provider relationships effectively, releasing the stranglehold these providers had on the client and its resources.

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WTA facilitated working sessions across multiple agencies to identify, prioritize and rationalize requirements.

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