

## Dimetiri Consulting

# Your Guide to System Outsourcing

### Company Sizes Served

- :: Small Business
- :: Medium Businesses
- :: Large Businesses
- :: Very Large Businesses

### Consider These Services If

- :: Your system can't expand
- :: System support is too costly
- :: Your service performs poorly

### Why You Will Benefit

- :: Revealing health checks
- :: Insider perspective to MSPs  
(Managed Service Providers)
- :: Improved ongoing MSP service



## Addressing the Business Challenge 'Head On'

- :: *"We need to outsource the management of our system, but we've had terrible experiences in the past"*
- :: *"I wonder what it costs the service provider to deliver the service...are we truly getting a good price?"*
- :: *"I'm not even sure what to ask during the RFP process...how do we receive the correct set of services at the right service levels"*
- :: *"I'm worried about our difficulty in assessing whether the vendor can truly deliver what they say they can deliver, especially given its technology and platform choices underlying the service"*
- :: *"We're running out of capacity to fulfill the additional users, data, and queries, to the system"*
- :: *"We need an organized approach to service provider assessment"*

**These are typical issues that occur for most organizations who have already outsourced a system or are planning to outsource in the upcoming year. Don't worry – you're not alone, and, we can help you pursue a new direction.**

## Explore Your Possibilities...

### ...and Discover What Dimetiri Can Mean For You

At Dimetiri, we take pride in providing you with valuable services that deliver the highest quality and results. Using our vast experience, and insider knowledge of the managed services industry, we deliver an end-to-end set of **System Outsourcing Services** span the entire service provider selection process, from initial RFP development through service provider cost model simulation and price negotiation. If you have an existing managed services partner, we offer Outsourcing Health Reviews to verify if the relationship providing maximum benefit to you.

**Outsourcing Health Reviews** to measure solution health according to met and missed business and technical requirements, as well as opportunities.

**Advisory Services** can also be selected individually or collectively to drive repair, renewal, or re-selection of your outsourced system management relationship. Services include:

Request for Proposal (RFP) Management Advisory Services to ensure a successful RFP creation and response review process.

Service Provider Assessment and Selection Advisory Services to prepare clients to assess and select vendors based upon services offered, service and process integration to the client, and price using our insider know-how and, as well as industry best practices and methodologies.

Service & Price Negotiation Advisory Services to prepare the client to run their own negotiations based upon insight into each service provider's service capabilities, and its respective cost and price model for the offered services. This service is offered for clients pursuing either new service provider contracts or reviews of existing service provider contracts.

To understand more about what makes our services important to you, let's see what Dimetiri can mean to you...

## Explore Your Possibilities

Find out what dimetiri means to you at

<http://www.dimetiri.com>

## Corporate Headquarters

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## Outsourcing Health Reviews

Whether your outsourced system and managed services relationship is in need of repair, enhancement, or renewal, it's important to perform regular health checks to ensure both immediate and sustainable fitness. For example, we check to confirm if:

- :: Existing requirements and/or design have been addressed within the service provider delivery model;
- :: Service definitions referenced by the existing agreement are complete and detailed to demonstrate the 'what' and 'how' delivered by the provider;
- :: Service Level Agreement (SLA) definitions, along with its associated metrics, rewards, and penalties protect the client's immediate and longer-term interests;
- :: Service provider use of existing or planned platforms and technologies will support the evolving requirements of the clients; and
- :: Pricing for service provided is appropriate, given the underlying delivery cost model and benchmarks within the industry.

## Advisory Services

**Business Requirements Exploration:** We sit down with your business owners and key knowledge workers, and execute a thorough and iterative process to identify, define, document, review, and finalize the full set of requirements, which are categorized by necessity and prioritized by timeline. We take great care to ensure all requirements are thoroughly understood by all project stakeholders and implementation personnel, validating the list against shared business and technology expectations across the groups involved. Next, we work with your project manager to determine the scope of each planned project phase rollout, and then co-define the actual plan for phase one with him or her.

**RFP Management:** We lead you through the process of creating a comprehensive RFP, organized by industry standard service provider service layers and their comprised service components. We leave no "stone unturned", as we ensure your question set will request information about standard services, premium services, and services that you didn't even know existed. Additionally, we script the RFP document to ensure that the service providers answer the questions thoroughly and specifically, while revealing included service levels that shouldn't require additional negotiation later in the selection process.

**Service Provider Assessment:** We provide an extensive approach to fully assess the candidate service providers involved in your Request For Proposal (RFP), including comparisons to one another and to industry benchmark services and associated service levels. Utilizing standard templates for quick content review, we prepare you to understand which vendors will provide you with the services required and integrate with your complementary services and processes in the most preferred manner.

**Service & Price Negotiation:** We prepare our clients for vendor service and price negotiation by delivering insight into service provider services and related costs. We begin by conducting a thorough examination of each vendor's proposed services and services levels (provided as vendor responses during the Request for Proposal process), and then create cost and price models to help you understand the potential margins embedded within each vendor's fee. Utilizing our industry "insider knowledge", we enable you to negotiate "at an advantage".



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