

# BALANCE & AGILITY TECHNOLOGY PROCUREMENT

Getting the right Technology  
Procurement advice for your business



## Interesting Times

Times have changed. The IT function used to specify the software, the hardware and technology requirements and procurement would help them find the right suppliers and achieve the best terms.

The buyer of technology could now sit anywhere within the business. Increasingly, with the advent of Bring Your Own Device (BYOD) they might be working on their own device.

IT is one of the most significant spend categories in many organisations, particularly as provision of services or products is increasingly digital.

As technology drives change, the wrong approach to sourcing, supplier management or cost control in this area can have profound knock-on effects - hampering the business and creating unintended costs in other areas.

It is the procurement function that needs to pull together the disparate threads to both help the IT function build a stable, secure and compliant platform and provide users with the flexibility they need to do their job.

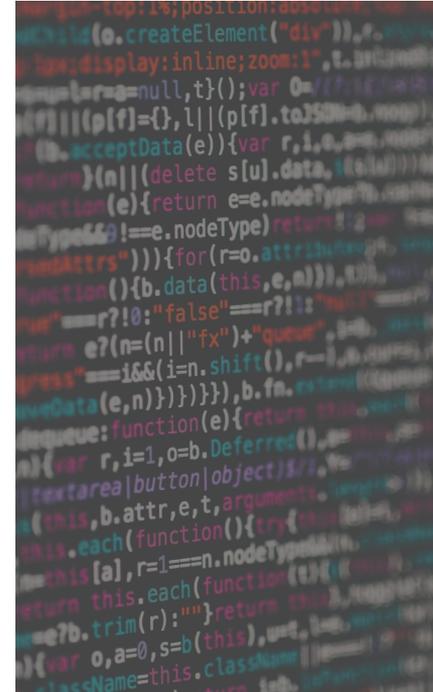
# The Challenge: Balance

There are multiple objectives for technology procurement, be it sourcing new technology or renewing / renegotiating licence agreements:

- Value for money
- Delivering function whilst standardising and consolidating IT services where possible
- Maintaining the momentum of transformation
- Facilitating internal / external partnerships
- Supporting flexible / mobile working

Balancing these objectives comes with a number of challenges:

- Non-technical users specifying technology
- Different areas of the business with overlapping requirements - Operations, Marketing, Finance - potentially creating duplication or even conflict
- Change control and future-proofing
- Compliance (particularly given GDPR)
  - Information Security
  - Data Governance
- Utilisation - or making sure that the software is being used to its best advantage





## Delivering Transformation

Digital is necessarily about technology – it's not even just about automation or self-service. Successful digital organisations tend to develop operating models clustered about speed, adaptability and sharing data.

Successful transformation therefore requires an understanding of the vision, the start-point and the current point on the journey. Procurement decisions must be made appropriate to the long-term aims and current dynamics.

Acquired technology should be procured so that it fits in with and supports business goals. Having to engineer workarounds and modify your IT environment – or larger process or workflows – will lead to both inefficiencies and integration problems.

Total cost of ownership is more important than individual licence costs

# Standardise for Scale

Aligning to particular platforms / suppliers enables close relationships with specific vendors that can offer numerous advantages.

Not only will this result in cost savings from economies of scale, but the right provider can also help to:

- Resolve adoption problems more efficiently
- Eliminate rogue buying and ensure integration with existing technology
- Allow for the establishment of service level standards and agreements
- Create a framework for both parties to work together to improve the relationship

Standardising does not mean constraining though. Users still require flexibility to adapt to new opportunities and challenges. Close working with suppliers enables these challenges to be faced together and minimises the threat of hidden 'dark-tech' or 'privateering' compromising security or compliance.





# An Enlightened Approach

Our specialists create the agility and flexibility needed to meet the unprecedented demand for new technology in a way which manages risk and does not compromise value.

By gleaning as much information as possible across the organisation it is possible to make purchasing decisions based on the goals of the business, budget and how all of the intended acquisitions will impact operations.

This offers the best value, represents the lowest amount of risk and services 'line of business' needs now and for the long term.



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