



the best choice

PremierPartner®
■■■ make better choices

We can help you...

research, evaluate and select the best-fit
process improvement methodologies,
vendors and solutions.

Index

Premium Tailored Vendor and Solution Selection Services	3
Services.....	4
Solution architecture lifecycle management.....	6
Advisory services	6
PremierPartner's Project management facilitation services	7
Everything You Need for Impartial Vendor and Solution Selection	8
Small businesses	10
Mid-sized businesses	11
Public-sector and large enterprises.....	12
On-site premium advisory services.....	12
Example: Choosing the best-fit vendor and software solution.....	13
Methodology	13
Start Your Vendor and Solution Selection Project Today	17
Other services provided by PremierPartner you might be interested	18
About PremierPartner	18
Contact Us.....	19
Address and Contacts	19



Premium Tailored Vendor and Solution Selection Services

Services

PremierPartner's vendor and solution selection services can help you research, evaluate, select and implement the best-fit process improvement methodologies, products or business solutions.

PremierPartner is the impartial advocate for the enterprise purchaser. We bridge the gap between you and the vendor or value-added reseller (VAR) community.

For over years, PremierPartner's certified and experienced team has been helping companies like yours choose the enterprise solutions that best meet their unique business requirements.

Our selection services can help ensure the success of your next selection project - quickly, impartially, and cost-effectively.

PremierPartner's approach combines comprehensive research, industry-leading decision support certifications, a proven selection methodology and the expertise of our analysts.

We can help you:

- Bring objectivity and transparency to the selection process.
- Choose the solution or product that best satisfies your specific business requirements.
- Reduce the cost, risk, and duration of your selection project.
- Offer rational financial justifications, and provide a clear audit trail.

Testimony

"The overall experience helped AdvanceCare to have all the necessary information to quickly and accurately select the best vendor for the software acquisition and implementation at hand. We would certainly not hesitate to use PremierPartner's services for any future projects that we may have." Eng. Sérgio Melro - Senior Director at AdvanceCare.

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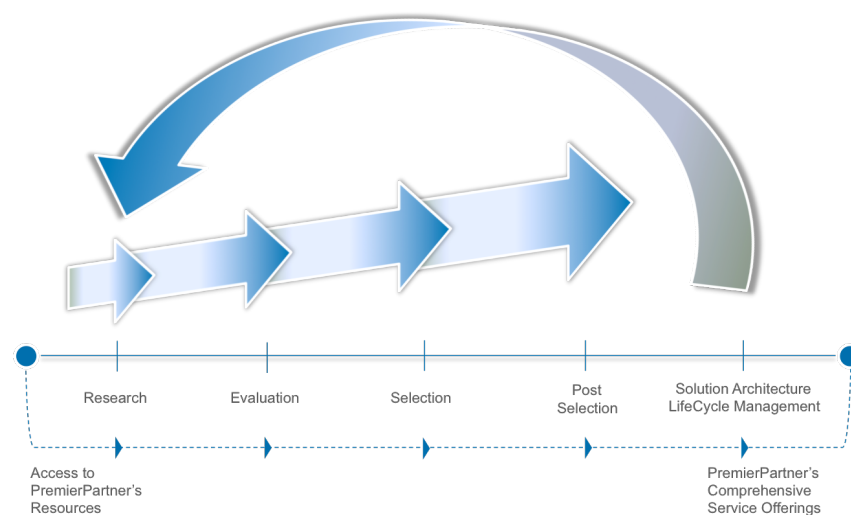
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Methodology

Whether you're tackling a vendor and solution selection project on your own or counting on PremierPartner's experts for impartial advice, we recommend following our four-phase solution selection methodology.

After a successful selection, adopting a solution architecture lifecycle management strategy can help you continue to optimize your business infrastructure.



- **Research:** Begin your vendor and solution selection project with careful research.
- **Evaluation:** Refine your working list of vendors to produce a short list to be evaluated in greater depth.
- **Selection:** Invite short-listed vendors for product demos, rate their performances, and choose the winning vendor.
- **Post-selection:** Negotiate the contract with the winning vendor, and begin implementing your best fit solution.
- **Solution architecture lifecycle management:** Maintain and optimize your investments.

Solution architecture lifecycle management

Solution architecture lifecycle management initiatives help you identify the systems and processes that are driving your business, pinpoint redundancies, and take a cost-effective, rationalised approach to optimising your enterprise infrastructure.

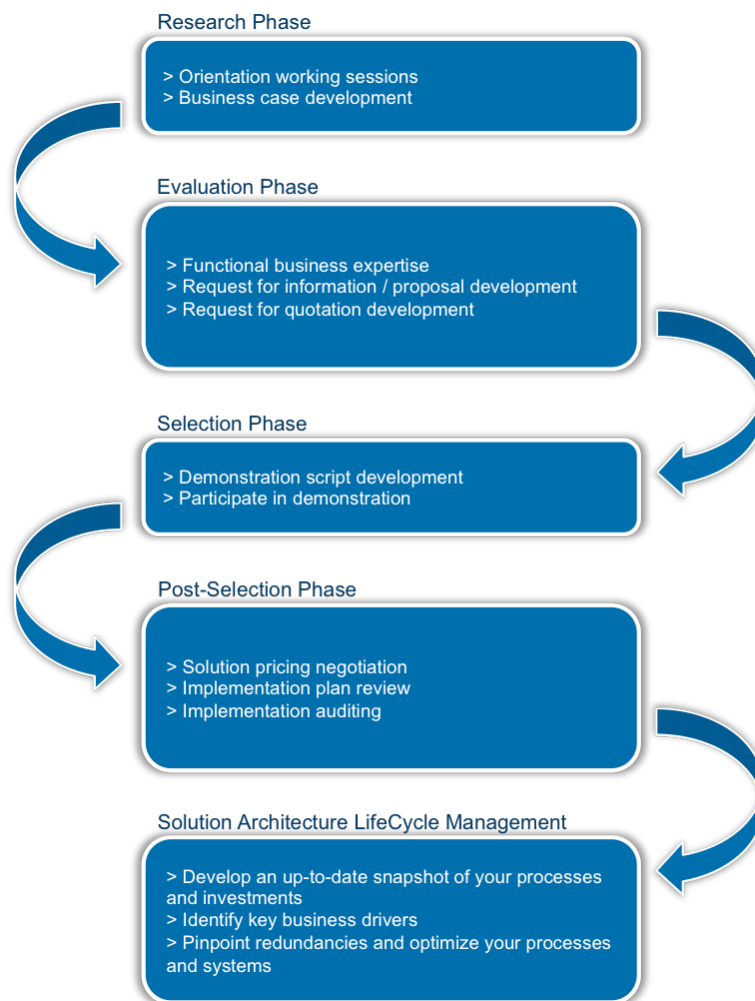
Lifecycle management is a best practice that you can undertake at any time.

Advisory services

You can engage PremierPartner's experts to guide you through any part of the vendor and solution selection process - from the initial research through to the final implementation. Our analysts have participated in hundreds of selection projects. They can help you map out and prioritise your requirements, and create an effective decision model for you to use in the evaluation and selection process.

PremierPartner's approach ensures that vendors will understand your requirements and respond more quickly to your requests for information (RFIs) and requests for proposals (RFPs). In many cases, we can interact with vendors on your behalf and identify best-fit solutions.

PremierPartner's Project management facilitation services





Everything You Need for Impartial Vendor and Solution Selection

PremierPartner's vendor and solution selection services enhances the decision making process and helps you choose best-fit enterprise solutions.

At PremierPartner we're dedicated to making the vendor and solution selection process easier. From small businesses to large enterprises, we've helped private and public-sector organisations, in a variety of industries, research, evaluate, and select best-fit solutions - quickly, impartially, and cost-effectively.

Our team can equip you with everything you need to manage your own vendor and solution selection project, or get directly involved to help you through important project milestones. In either case, you'll benefit from our experience and best-practice vendor and solution selection methodology as you build the foundation for implementation success.

Next, you'll find examples of the services we deliver most often. We can customise any of them to suit your business requirements, budget, timeline, and available resources.

Small businesses

PremierPartner's impartial, proven, and automated process, for vendor and solution evaluation and selection, guides small businesses through a full range of resources for solution-related research.

Choosing the right solution to run your small business is the key to staying ahead of the competition. PremierPartner's service can help you quickly conduct a comprehensive vendor and solution evaluation - even on a limited timeline, or with limited resources. And should you get stuck, our experts are available at any time to guide you through the process.

For small businesses, PremierPartner recommends [vendor and solution standard evaluation and selection services](#).

Our experts can support your project with [advisory services](#).

Mid-sized businesses

PremierPartner's analyst-supported services can help mid-sized businesses select the vendors and solutions they need to streamline business, manage growth effectively, and stay competitive.

If you run a typical mid-sized business, you're likely to face many of the same challenges as your top 500 companies counterparts - from stiff global competition to increased regulatory compliance requirements. PremierPartner's analyst-supported services can help you select the vendors and solutions you need to streamline your business, manage growth effectively, and stay competitive - without compromising your unique business requirements.

For mid-sized businesses, PremierPartner recommends [vendor and solution extended evaluation and selection services](#), [implementation review and auditing services](#).

Our experts can support your project with [advisory services](#), [RFP production](#), [contract and price negotiation services](#).

Public-sector and large enterprises

PremierPartner can help large and public-sector organisations ensure that their vendor and solution selection initiatives are justifiable, cost-effective, auditable, and in compliance with local, national, and international regulatory and safety standards.

For large and public-sector organisations, PremierPartner offers a range of vendor and solution selection services designed to work within your existing procurement process.

Whether you're replacing or upgrading legacy systems, or optimising your existing infrastructure, we can help you ensure that your vendor and solution selection projects are justifiable, cost-effective, auditable, and in compliance with local, national, and international regulatory and safety standards. We can also adapt our services to multiple facilities, subsidiaries, or divisions, ensuring that each site's requirements are accounted for within a single vendor and solution selection initiative.

For large and public-sector organisations, PremierPartner recommends [vendor and solution extended evaluation and selection services](#) and [corporate research services](#).

Our experts can support your initiatives with [advisory services](#), [RFP production](#), [contract](#), [price negotiation services](#), [implementation review services](#), [auditing](#) and [solution architecture lifecycle management services](#).

On-site premium advisory services

PremierPartner's premium advisory services are designed to supplement your vendor and solution selection project with on-site support and guidance from our experts.

Example: Choosing the best-fit vendor and software solution

The cost of an enterprise system begins before a software package is even selected, and extends long after it is implemented.

PremierPartner's vendor and software selection methodology helps take the risk, cost, and complexity out of the vendor and software selection process.

Methodology

At PremierPartner, we've developed a comprehensive methodology, and refined it over hundreds of client engagements. From research to evaluation to selection, each phase includes a series of tasks and activities designed to help you choose the best-fit solution for your organisation.

Phase 1: Research

A successful project begins with careful research. Before you can evaluate potential solutions, you need to understand your existing infrastructure, map out your business processes, and clearly define what you need from a new, or an updated, solution.

Key steps include:

- **Defining your short and long-term objectives:** You need to understand what you hope to accomplish with your project. Are you trying to solve a particular problem? Streamline business processes? Upgrade older systems?
- **Identifying and interviewing your stakeholders:** An enterprise software purchase affects people at all levels of your organisation. It's important to get input from all of these people in order to properly define your requirements.
- **Selecting your project team:** These are the people who will actively participate in the project. Ensuring that all of your stakeholder groups are well represented and will help the implementation to run smoothly and increase the chances that the new solution is adopted early and easily.
- **Review your existing systems and business processes:** Knowing the capabilities of your current software is the key to understanding where you need to add and improve functionality. At the same time, reviewing your

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business processes will help you pinpoint areas where you can replace inefficient practices with best practices that will be supported by your new software.

- **Determine and prioritise your functional and technical requirements:**
Functional requirements are capabilities that you need the software to have. For example, functional requirements for a new customer relationship management (CRM) system might include marketing automation functionality. Technical requirements are platforms of technologies that the new software needs to support in order to integrate smoothly into your IT infrastructure. For example, you might require support for a particular server or database platform. Assigning initial priorities to these requirements will help you sort out what is important, what is not, and what could be a deal-breaker.
- **Create a working list of vendors:** Based on your requirements, you can put together a long list of solutions for initial evaluation.

At the end of the research phase, your project team should have a clear understanding of what you expect to achieve, and a working list of solutions to begin evaluating.

Phase 2: Evaluation

Coming out of the research phase, your project team should have a clear understanding of the goals and requirements of the project. Now you can begin refining the working list of vendors, developed during the research phase, in order to produce a short list of vendors to evaluate in greater depth.

Key steps include:

- **Turning your prioritised requirements into a decision model:** Now that you know which features and functions are most important to your organisation, you can turn those requirements into a model of your ideal solution. Later, you can rate each vendor's offering against that model, to identify the top performers.
- **Sending out requests for information (RFIs):** A formal RFI asks vendors to indicate how well their solutions address each of your requirements. Because your RFI is based on your unique decision model, the vendor responses will give you a good idea of which solutions are right for your organisation.
- **Collecting, validating, and analysing RFI responses:** As the vendors' RFI responses come in, you'll begin to see which solutions directly support your requirements, and which require third-party add-ons or customisation.

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Suggestions, actions and continuous improvement

Detailed RFI analysis will help you narrow your working list of solutions down to a short list, from which you'll make your final selection.

At the end of the evaluation phase you should have a ranked short list of the vendors that you'll invite for on-site demonstrations.

Phase 3: Selection

While the research and evaluation phases of the selection process are all about gathering information from vendors, the selection stage is where you start examining solutions in detail, and asking vendors to demonstrate exactly how their solutions support your requirements.

Key steps include:

- **Collecting and rating vendor information from several sources:** Market data – This may include more detailed technical information, case studies, and other marketing material. User trials – To ensure that your people are comfortable with potential solutions, it's important that they get some hands-on time with each vendor's offering. Make sure to carefully prepare trial scripts that address users' day-to-day tasks. On-site demos – Along with user trials, on-site demos from the vendors are the most important part of the selection phase. You'll need to prepare demo scripts that address your most important requirements, and make sure that the vendors follow those scripts closely. References – Talking to companies who have already implemented a given vendor's solution gives you an opportunity to ask about real-world pros and cons, implementation and adoption issues, quality of support, etc.
- **Evaluating vendors' implementation strategies:** Make sure that each vendor under consideration has a clear idea about how to implement their solutions. A good implementation strategy should work within the constraints of your budget and business processes, and include realistic schedules and detailed progress reports.
- **Conducting a total cost of ownership (TCO) analysis:** Find out the true cost of each solution, including license costs, implementation costs, maintenance fees, etc.

By feeding all of this information back into your decision model, you can factor into your evaluation so-called 'soft' criteria such as ease of use and your general comfort level with each vendor, as well more quantifiable information like cost. This helps you form a complete picture of each solution you're considering and

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accurately rank the vendors on your short list. After a final review, you can select the winning vendor and begin negotiations

After the selection

Once you've selected the best vendor and software solution for your organisation you can begin negotiating with the winning vendor. The information you gathered during the evaluation and selection process can help you keep the contract negotiations on track, so you can arrive at an agreement quickly and move into the implementation phase. During the implementation, you may find that you and the implementer, be it the vendor or a third party, have different perspectives on many implementation issues. You'll need to monitor the implementation carefully to make sure the contract is fulfilled and avoid scope creep.

Key post-selection steps include:

- **Notifying the vendors:** You'll need to send a formal notification to the winning and losing vendors. Be prepared to handle disputes from vendors whose bids you rejected.
- **Negotiating the contract:** Before you sign, make sure that the contract satisfies all of your requirements, and includes provisions that help you monitor the implementation process, get regular progress reports, and avoid hidden costs.
- **Planning for implementation:** Make sure that your plan includes specific deliverables for each milestone, a clear definition of the scope of each step, and contingency plans that you can put into action should the schedule begin to slip.
- **Monitoring the implementation:** As the implementation progresses, a careful audit of each milestone will help you ensure that the vendor is providing all of the products and services specified in the contract.
- **Keeping stakeholders informed:** Audit each implementation milestone and provide detailed briefings and progress reports to your stakeholders.
- **Negotiating additional products or services:** Sometimes, scope creep is inevitable. Be prepared to negotiate the cost of additional products or services as the need arises.

Start Your Vendor and Solution Selection Project Today

PremierPartner's vendor and solution selection services helps you define and prioritise your requirements, and compare vendor solutions to find the one that's right for your organisation.

PremierPartner's team of experts can give you all the support to manage your own vendor and solution selection project, or get directly involved to guide you through each phase of your vendor and solution selection process.

In addition to complete evaluation and selection projects, we offer a range of supplementary and advisory services - including post-selection services designed to help you through the contract negotiation and implementation phases and software architecture lifecycle management services that help you identify the systems that are driving your business, pinpoint redundancies, and take a cost-effective, rationalised approach to optimising your enterprise software systems.

Other services provided by PremierPartner you might be interested

About PremierPartner

To ensure your needs are met, PremierPartner's experienced team can help manage your vendor and solution selection projects and offer additional advisory services by providing cost-effective, supplemental resources, orientation, or training services – on demand. We've worked directly with global enterprises in the public and private sectors, active in industries such as media, transportation, manufacturing, utilities, chemicals and health services. To learn how leading organisations have benefited from PremierPartner's services, read case studies and costumer success stories online at <http://www.premierpartner.pt/cases.html>

Other services you might be interested provided by PremierPartner:

- **Boosting productivity while lowering costs:** Lean Management; Six Sigma
- **Innovations for greater efficiency:** Gamification; Wearables and the internet of things
- **Consultancy:** Business process management; Project management; Content management; Design thinking; User and customer experience improvement; Sales and customer services - CRM implementation; Systems integration
- **Infrastructure and Applications:** IT systems validation and certification; Testing services; Cloud and mobile applications development; UX (User experience) and UI (User interface); Web design; Application modernisation and optimisation; Application outsourcing; IT strategy; Determination of delivery models (on-premise vs hosted/cloud)
- **Human Resources and Management Services:** Change management; Workplace transformation; Training and organisational development; Employee handbooks; Labor law compliance; Job descriptions; Help center; Recruiting; Career opportunities; Payroll administration; Tax payment and filing; Online payroll entry; Pay card; Time and attendance; General ledger interface
- **Finance and Accounting, Taxation:** Corporate tax returns; Risk and credit management; Corporate finance; Business startup; Accounts and audit; Mergers, acquisitions, disposals and alliances; Rescue and recovery
- **Condominium management:** Site management; general services administrative services

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