

Summary Brochure – IT Evaluation Ltd



About you

You are a senior manager or director in a large commercial organisations who needs to:

- make technology procurement decisions quickly and reliably;
- tackle big company politics, to unite diverse interest groups in joint projects;
- improve value for money, by sweating existing technology assets;
- negotiate great IT deals, or renegotiate poor ones;
- enhance their career by sponsoring effective projects;
- choose the system, supplier or outsourcing contract that fits best;
- bring certainty and confidence to managing IT infrastructure;
- decide where IT spending should be directed;
- trust that specialist advice is in their interests rather than those of the advisor.

About this document

This document summarises the reasons to use IT Evaluation, and points to more detailed information on our Web site.

About us

We offer independent advice on technology procurement, IT value & service management to ensure you use IT that fits.

Clients

Our client list currently includes the following organisations:

Adtranz; Bacup Shoe; Barkland; Blackpool Hotel & Guest House Association; Bombardier; Broadways Stampings; Castrol; Corporate Credit; DaimlerChrysler; Devil's Guide; East Lancashire Careers Service; ELTEC; Galloway's Society For The Blind; Gateshead MBC; Halo Retail; Kelland; Lancashire Fire & Rescue Service; Lancaster University Management School; LAWTEC/Business Link; LEGO; M6 Papers; Nottingham City Council; Pearson; Pinacl Communication Systems; Red Box Design Group; RNIB; Royal & SunAlliance; Svenska Cellulosa Aktiebolaget; Synchronomatic and Turtle Wax.

Specific projects and links to major clients:
www.itevaluation.co.uk/clients.shtml

Your guarantees of our impartiality

We have very strong ethical views on impartiality and independence. The client rarely has enough in-depth knowledge to judge if advice is sound. Therefore, we believe IT people should either be consultants or sales executives.

- We are not resellers and do not have sister companies that are.
- We are not tied to any IT vendors and never accept advertising.
- We do not take 'referral fees', 'introduction fees' or commissions from the IT vendors who win our rigorous evaluation process.
- We will not write a client specification and be one of the providers tendering against it.
- We declare any interest in the recommendation.
- We work to the British Computer Society's ethical guidelines.

www.itevaluation.co.uk/independence.shtml

Services and benefits

Our services all relate to value from IT investments, current and new.

We help you assess your IT needs, select the appropriate delivery method and find the best suppliers. You benefit from systematic frameworks and formal approaches – many adopted, some our own. We help you install management processes for procurement and operations.

Summary of main services:

www.itevaluation.co.uk/services.shtml

Supplier evaluation, system selection, ICT procurement, contract negotiation

- You are engaging the ‘poacher turned gamekeeper’ – our experience includes working for software suppliers.
- Be assured we are independent of vendors and act in your interests – see our Independence statement.
- Rigorous matchmaking processes mean in 37 projects over 13 years the client has never once bought an unsuitable system.
- We have negotiated discounts several times our fee, and ‘free enhancements’ by suppliers in six figures.

More on the process and links to resources:

www.itevaluation.co.uk/servicesprocure.shtml

ICT value reviews

- Spending on ICT (information and communications technology) is subject to boom and slump.
- There is also a general trend to challenge spending – the days of throwing money at technology are gone – it often missed.
- If you need a short review based on a checklist of best practice, we can spot the savings and free improvements.

- The short, structured interviews occupy 1-3 days and only 3-8 people. You are guaranteed 10 improvements without capital spending.

To see how it works:

www.itevaluation.co.uk/servicesvalue.shtml

IT service management processes

- There are now established best practices for managing IT services – you do not need ‘home-made’ IT management processes.
- They promote a quality approach to achieving business effectiveness and efficiency in the use of IT.
- They reduce risk of system failure, over-reliance on individual staff members, waste and management overheads.
- We are qualified to apply and adapt the body of knowledge IT Infrastructure Library (ITIL) to your specific needs.

The difference IT management processes make:

www.itevaluation.co.uk/servicesitsm.shtml

Speaking engagements

We are regularly invited to speak about projects and the methods we use. These talks are not sales presentations, but knowledge transfer to establish our credibility. You will find real content if you attend a date or download a previous presentation.

See our Web **Home** page for *future* presentations:

www.itevaluation.co.uk

See our **Resources** page for *previous* presentation material:

www.itevaluation.co.uk/resources.shtml#pres

Successful assignments

- Internal politics meant large committees at a new client had previously examined packages for 5 years without decision
 - *Requirements-to-purchase in 6 months*
- A niche IT supplier, facing loss of sale to a mass-market rival, needed to ensure they won a client's clearly-rational evaluation
 - *Niche vendor gave 50%, £200K discount*
- Conflicting advice from normal IT supplier & in-house authority
 - *Coherent statement of best strategy*
- Sales administration on patchwork systems meant triple-keying
 - *Subsequent integrated system supported nearly-doubled turnover with same staff*
- Incumbent IT supplier over-reached themselves & installed unfit system
 - *Reputable replacement remains preferred supplier nine years later*
- Imminent new product meant client lacked policy & requirements
 - *Helped define business rules to meet tight, immovable deadline*
- Client believed new system should track shopfloor work in progress
 - *Project redefined to stock control of raw materials – to fix the reason for delays*

'Red flags' – signs of need for help

- A. Project deadlock wasting management time.
- B. Existing systems not serving organisation.
- C. Administration costs high, rising or both.
- D. Competitors are winning business through superior management/customer information.
- E. Systems 'shored up' by semi-computerised or clerical work – such as labour-intensive spreadsheets to work around poor reporting.
- F. Business complaints about software – low reliability & long delays to enhance.

- G. Smaller companies spending heavily but crudely on IT, such as during acquisitions or aggressive market repositioning.

The reasons clients ring us

IT Evaluation's founder and principal consultant is Martin Tate MBCS. Clients invite him to help for these reasons.

Impartiality – Clients trust Martin's recommendations to be in their interests, not his own or IT suppliers.

Knowledge – Martin has professional qualifications, nearly 20 years' IT experience (12 independent) & vast information resources.

Process – Martin's approach is systematic and methodical. For decades, he has captured knowledge in information resources and checklists. These will be available to your project. This means he can provide the 'why' and 'what' as well as the 'how to'. For instance, the proven matchmaking method he uses delivers a rational decision in a predictable, often aggressive, timescale.

Equality – Those selling IT are trained to sell, but those buying IT are rarely trained to buy. He evens the understanding & power balance.

Reliability – In contrast to industry norms, Martin's process has *always* meant IT that fits. High-risk projects are in safe hands. For instance, in 37 technology selections, *never once* has the project chosen a system that subsequently proved unfit for purpose.

WYSIWYG – There is no big consultancy 'bait & switch' where a credible senior wins the business, but a junior does the work.

Savings – Martin has twice negotiated a system discount of four times the project fee.

Personal and collective experience

IT Evaluation's founder and principal consultant is Martin Tate MBCS. Our Web site has some examples of his achievements, and you can download Martin's CV from: www.itevaluation.co.uk/resources.shtml#experience

Clients also rely heavily on us for other service providers. Therefore, we have spent the time to build a network of IT suppliers and niche specialists (many that do not advertise). These become available to you.

Moreover, experience shows that our expertise reflects on the client's credibility. Many vendors will respond to our enquiry, when they would not treat you as a good prospect if you approached them direct.

Our Web site has links to the British Computer Society's Consultancy Register – this lists qualified members only after satisfactory references and regular reviews of experience. It also links to visiting lecturer details at Lancaster University Management School:
www.itevaluation.co.uk/experience.shtml

Resources for innovation, system selection, specification & IT procurement

See our **Resources** page for a wealth of original material and carefully selected Links:
www.itevaluation.co.uk/resources.shtml

Contact us

Most prospective clients for IT procurement and IT Service management projects have a turnover of £50m+ and usually have an IT department or incumbent outsourcing provider. The IT Value Reviews are suitable for organisations both large and small, down to 20 desktop, laptops or server machines.

IT Evaluation Ltd
 Newman House
 Castle Walk
 Penwortham
 Preston
 PR1 0BP
 United Kingdom

+44 (0) 1772 752704

enquiry@itevaluation.co.uk

www.itevaluation.co.uk/contact.shtml

Finding your way around our Web site www.itevaluation.co.uk

