

A CONTROL TOWER FOR CONTRACT CLARITY

Infosys BPM takes control of the
IT sourcing contract management
for a telecom major.

A leading telecom company.



CHALLENGES

The key mandates for the project were as follows:

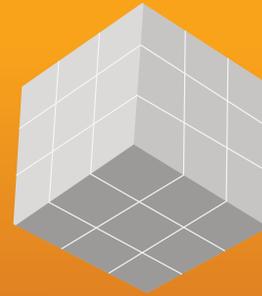
End-to-end facilitation in executing IT contracts (SOW/WO and CR) within specific timeframes

Negotiation with suppliers in case of rate deviations

Facilitation for the suppliers and internal stakeholders to understand policies & procedures related to IT sourcing activities and IT contracts

Fully drafted contracts to suppliers and the client

Updating of the client tools with relevant information post-execution of the IT contract



SOLUTIONS

- ▶ Check on whether the internal stakeholder has sought necessary approvals for the specific contract as per client policy
- ▶ Utilization of appropriate SOW/WO/CR template depending on the type of contract
- ▶ Review of draft IT contract submitted by stakeholders for proper grammatical use of language, accurate legal language and appropriate technical information and services and its related costs thereof
- ▶ Discussion with the stakeholder and incorporation of appropriate technical information specific to the contract if omitted
- ▶ Sharing the contract copy with the supplier for review and execution. In case of objections raised by the supplier despite clarification provided by the offshore team, a conference call is set up between the client sourcing manager, internal client, and supplier for further negotiations
- ▶ Sharing supplier's executed copy of the contract with the client sourcing manager for final approval and execution
- ▶ Uploading the fully executed contract copies to client's SAP tool along with relevant information

BENEFITS



- ▶ Performing a major portion of the client's IT sourcing offshore enabled cost reduction and liberated the client to focus on more strategic activities
- ▶ Identification of cost saving opportunities on contracts and in negotiations with suppliers
- ▶ Robust negotiation tactics with suppliers and internal stakeholders to minimize and prevent disputes and losses



High Cost Reduction Across Contracts



Efficient Supplier Negotiations



Minimized Disputes and Losses

For more information, contact infosysbpm@infosys.com

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