

# GQI CONSULTING

## TELECOMMUNICATIONS SERVICES AND TECHNOLOGY PROCUREMENT

### ABOUT US

GQI Consulting provides a complete spectrum of Information and Communications Technology (ICT) advisory and project delivery services. We are a national company who can meet the needs of organisations based in Australia, South East Asia and the Pacific region.

Our services are delivered by a team of highly competent and professional experts through the use of well-defined methodologies which guarantee that the advice and services we provide are excellent value for money and exceed your expectations.

Through the use of industry best practice and senior consultants with years of experience, we are able to provide independent business focused advice and services which will identify and quantify business impacts, design the correct solution, model the outcomes and recommend the best procurement strategy.

### TELECOMMUNICATIONS PROCUREMENT SERVICES

GQI Consulting advises a broad range of corporate and government clients on the ever changing landscape of the telecommunications market place. What we are observing is very real competitive tension among the larger telco service providers to win your business.

The right telco procurement strategy can save you a lot of money.

In many cases, clients that have simply continued rolling over their contracts with their incumbent suppliers without formally taking their requirements to market are not reaping of the substantial cost savings and efficiencies available on the current telco supplier market.

Market testing can deliver substantial savings both commercially (i.e. cost reduction) as well as from increased efficiencies due to technology and service innovation.

Many organisations remain on out-dated and expensive technology and telco services such as ISDN, believing there is little or no savings to be gained in transitioning away from such services or they believe it's all too hard and with the current pressures in other areas, is a lower priority.

We believe that you should rank telecommunications, in relation to saving money, much higher on your priority list (if it isn't already the case).

Having recently undertaken procurement of telecommunication services with many clients, those clients prepared to undertake a formal market testing approach gain a significant benefit. In some cases, it ensures a better technology and service outcome with a

direct positive impact on other IT related challenges (e.g. mobility or teleworking strategies and service availability) as well as a significant cost savings.

The fact is there is a lot you can save, and those clients in our experience who have chosen to take their requirements to the market have been met with surprising savings and technology and service improvement results. This is real money removed from both Opex and Capex budget bottom lines, where such savings can be appropriated to more pressing and urgent initiatives to drive areas of business growth.

The advantage in working with GQI Consulting is that we know how the market will respond, what technologies and services they are capable of supplying, and most importantly, at what price. We are regularly engaged to undertake this work, providing you with the insights and benefits.

### OUR SERVICES

GQI Consulting can undertake the full end to end procurement process for you:

- Review of existing sourcing contracts, costs and services
- Develop the business needs and procurements strategies appropriate for the requirements and type of organisation
- Prepare RFP/RFO/RFT documentation for selected supplier or open market testing
- Manage the market testing process
- Receive and evaluate vendor responses
- Make recommendations
- Best and final offers (BAFO)
- Finalise contract and engagement of contractors
- Project manage the transition

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1

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### CASE STUDY

#### Insurance organisation

An insurance business in Queensland with over 500 staff, involved in a predominantly B2B market felt they could reduce the cost of the Telco services under their current contract.

#### The project

GQI Consulting were engaged to assist with a review of the exiting supply contract, baseline the last three months of spend on telco services, develop an RFP and take this to market.

#### The solution

GQI Consulting's consultants proactively engaged with the potential supplier market to assess interest, develop and issued an RFP, managed the process on behalf of the client, fielded supplier questions on the solution, volume and pricing, held discussion with suppliers who responded, including the incumbent and evaluated the responses and made a recommendation to the client of the preferred supplier.

The winning proposal was well received by the client as it resulted in substantial cost savings over a five-year contract of about 30% on the existing contract. This was after including a significant early termination costs.

The new contract also included a new technology and services with additional features and capability which would very quickly provide the organisation the agility they were seeking from their telco services to drive stronger revenue and manage their overall IT support costs.

### CONTACT US

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