

SUCCESS THROUGH PROJECT CONTROL & ASSURANCE



Make sure you ask your prospective service partners these key questions to make the right choices for your organisation.

www.bio.uk.com/what-we-do/IT-project-augmentation-services/

1 WHAT'S THEIR CORE BUSINESS FOCUS & DO THEIR CASE STUDIES REFLECT THIS?

Many organisations provide professional services and will be able to support elements of your requirements. However, many are conflicted in their focus, prioritising their professional services capabilities to their own portfolio. Where their wallet share is not core, then you may be disadvantaged either commercially or by the quality of capability on offer. It's critical that you identify a partner whose speciality and focus is that of supplementing the capability and capacity of your team, rather than an agenda to do something different. This ensures you stay in control and get what you need.

2 WHAT IS THE RANGE OF SERVICES AVAILABLE?



It's imperative that the prospective service partner offers a "full-service portfolio" of project services, so that both you and they can adapt the shape of their service to fit your needs, not only at the start, but more importantly throughout the lifetime of the service. Only this way can you overcome, for example, the constraints of dedicated resourcing, and continue to realise the efficiencies you need, whilst providing the responsiveness necessary to support inevitable peaks and troughs in project activity.

3 HOW WILL THEY ENSURE FLEXIBILITY TO ADAPT TO CHANGING REQUIREMENTS?



It's important for you to "get under the skin" of your service partner. In this respect, by understanding the way the service partner delivers their services, and adapts them both directly and indirectly to your benefit, will help you gain the confidence that they have the experience to sustain a quality, commercially advantageous service.

Bottom line, you need a partner that sees the bigger picture and has the model and customer culture to deliver it for you, driven by them, not you.

4 HOW DO THEY ENSURE ALIGNMENT WITH WIDER BUSINESS AND IT GOALS?

Whilst it is a service partnership you inevitably want, you do need to feel in control of the IT Service you are responsible for, albeit without the management overhead that would be associated with running it yourself. So it's not only a matter of receiving a great range of flexible professional services, it's also how the partner manages it on your behalf.

Further, does your service partner ensure they stay close to your future plans and proactively adapt the service to your needs? ...something that is often difficult with internal teams but is incredibly important in maintaining the value you need. Finally, how does your partner ensure you feel in control of the service - by the level of transparency in the use and performance of their services?

A true professional service partner will be working hard to impress you across all these points, at all times, and it's important you know this will be the case.

5 TRACK RECORD IN DELIVERING FLEXIBLE PROFESSIONAL SERVICES?



Prospective service partners can usually provide reference customers, but the real test is how many of their customers can they reference and across how many of the key questions are they referenceable? This level of diligence will give you the confidence that your selection of a project services partner will last the test of time in being an extension of your internal team that drives performance on your behalf, whilst ensuring you retain control of your IT Projects.

