



## **CMC Vendor and Outsource Management**

**Combined Management Consultants (CMC) is a quality independent ERP, Project Management, Business and IT Consulting organisation.**

CMC has over 29 years experience in providing Strategic Consulting and Project Management Services to over 100 organisations across a range of industries including Distribution, Manufacturing, Warehouse Management, Supply Chain, Retail, Telecommunications, Finance and Government.

Having helped determine the needs of our clients, the goal of each and every member of our team of strategic consultants, project managers and systems professionals, is to deliver results and complete projects on time and on budget. The consistent achievement of this objective has made us a valued partner to our clients as well as many leading Professional Services and IT organisations.

CMC utilises an internal QA and Review process for all our client engagements from Project Feasibility Assessment through to Post Implementation Review. In addition, a number of CMC directors and consultants have experience in ITIL Service Delivery framework implementation and have provided consulting services in this area to both private and public sector organisations.

### ***Introduction***

CMC has a wealth of experience with assisting corporations and governments in managing outsourcing relationships and major projects. Our objective is to work with our clients to enable them to achieve the maximum results from their external service provider. Our consultants are focused on developing long term client relationships based on mutual respect that deliver measurable value.

CMC is committed to helping you understand and apply outsourcing's foundational principles that ensure long-term success. We divide the outsourcing life cycle into the following phases: Bid Management, Transition, Account Management and Re-engage/Disengage.

### ***Bid Process***

We can help you identify and define what processes to outsource. We provide the following services in the Bid Management phase:

- ✓ Identify the processes that are appropriate to outsource.
- ✓ Define the services to be purchased by developing clear process descriptions.
- ✓ Identify and define objective service levels and metrics to measure the results.
- ✓ Structure and manage an effective Request for Quote process.



- ✓ Assist in the selection of a suitable supplier.
- ✓ Assist in negotiations with the supplier.

### ***Transition***

We can help transition your work and resources to the vendor successfully.

Transition a pivotal activity during outsourcing and at CMC we are committed to helping you understand how to get outsourcing off on the right foot that leads to long-term success.

We can assist you with the following services in the transition phase:

- ✓ Implement relationship management processes and train your relationship management team.



- ✓ Outline the major transition milestones and organisational structure.
- ✓ Assist you with your transition planning.
- ✓ Implement effective reporting structures.
- ✓ Facilitate execution of the services contract.
- ✓ Negotiate any necessary adjustments.
- ✓ Assist in any vendor assessment following transition.

Transitions succeed or fail in the first 45 days. CMC regards the transition process as critical to the success of the relationship with your chosen vendor. Transition planning must be done methodically and correctly with a specific focus on management controls.

## Account Management

We can help you get more from your relationship by deploying a Governance model, re-negotiate your contract, or help with early termination.

CMC believe no outsourcing contract can be successful without an effective Account Management Plan (AMP), fully committed to by you and your vendor. CMC provides assistance in the management phase by ensuring the creation and signoff of a workable Account Management Plan.



*"We have been utilising CMC's services for over 10 years. CMC provides us with the guidance and advice we need around our strategic IT direction. Their Senior Consultants have a comprehensive knowledge of the latest developments in the IT industry, so we always know that we are staying ahead of the game".*

**Richard Brewer**  
Chief Executive Officer  
JobFit International

An effective AMP ensures coverage of a number of Management Processes, including:

- ✓ Program Technical Management.
- ✓ New Business.
- ✓ Customer Interface Management.
- ✓ Financial Management and Business Controls.
- ✓ Resource Management.
- ✓ Risk Management.

## Re-engage / Disengage

We can help you extend your relationship or bring services back in-house.

CMC can assist in three areas in the re-engage/disengage phase:

- ✓ Clients wanting to extend their existing relationships - we offer redefinition of services, restructuring of metrics, and assistance with renegotiation.
- ✓ Clients wanting to re test the market - we offer services similar to our Bid Process. If a different vendor is preferred, we offer transition services.
- ✓ Clients wanting to bring services back in-house - we offer planning, risk assessment, financial analysis and transition management services.



### ***CMC's Experience***

Retaining CMC will enable your outsourcing relationship to be more successful, regardless of what phase you are in. The outsourcing relationship will be reviewed to ensure that it is balanced and built to last. You will clearly understand what it is you're buying and you will be able to measure the supplier's performance and control the results.

### **Industries**

CMC serves a wide variety of industries. We are proud of our diverse record of satisfied clients we will gladly put you in touch with some of those we have worked with in the past.

CMC has a long history of success and we have a demonstrable understanding of most industries including:

- Distribution and Warehouse Management
- Manufacturing and Supply Chain
- Mining, Engineering and Property
- Retail and Point of Sale (POS)
- Professional Services and IT
- Telecommunications
- Government, Public Sector and Health
- Financial Services, Banking and Insurance

### **Functional Areas**

- **Third-Party Administration**
- **HR, Payroll and Benefits Administration**
- **Building Management and Facilities Management**
- **Accounting and Back Office**
- **Application Hosting**
- **Application Support**
- **Application Development**
- **Telecommunications and Network Management**

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**Combined Management Consultants**

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