

# Deal Delivery Services

4Gen IT Supply Management not only helps you complete the best **deal**, but also manage your IT investments in every **category**, for as long as you own them. Our integrated services work over time to ensure that your **suppliers** deliver against their commitments. Plus, our services can help you build, implement and refine your sourcing **strategies**.

We give you the tools to:

- Specify the requirements—the most important part of any successful deal
- Get the best value from each category of IT product and service
- Manage your suppliers to optimum performance
- Avoid creating unmanageable and unrecoverable project “disasters”
- Recover from “disasters” that have already occurred
- Set clear, consistent direction for IT Supply Management and achieve compliance

## Deal Management Lifecycle

It begins with a Need and ends with a Buy. But what happens in between has become incredibly complex. Our approach to the deal lifecycle includes processes and tools that simplify deal completion; lower your risk; and ensure the active, integrated participation of the right players from your IT team and your company. We make the deal lifecycle controllable and repeatable—and that leads to greater success.

## Our Critical Success Factors

- Methods for defining goals and strategies for each deal
- Templates for gathering and using requirements
- Provisioning of cross-functional teams with purchasing, negotiation, contracting and project management skills
- Injection of resources over entire deal lifecycle, including as-needed participation by other disciplines (Architecture, Infrastructure, Application, Service and Operations Management, Finance)
- Proven, repeatable processes for deal management

## Deal Delivery Services

- Business Case Development
- Deal Team Management
- Requirements Development
- RFx
  - Preparation
  - Sourcing
  - Evaluation
  - Selection
- Deal Completion
  - Negotiation
  - Contract Development
- Onboarding
- Contract Compliance
- Performance Management
- Deal Recovery



## Get More from Your IT Investments

To get the best return on your IT investments, you need total integration and active oversight of all Supply Management Lifecycles—deal, category, supplier and strategic sourcing. 4Gen gives you clearly defined tools and processes to manage your IT investments properly. We can drive each lifecycle for you or establish frameworks to assist your team. Either way, we have the services to bring these Supply Management Lifecycles under your control.



integrated thought for IT

CHICAGO | DETROIT

Call: 1.866.759.4Gen (4436)  
Write: DealTeam@4Gen.com  
Visit: www.4Gen.com

## 4Gen Can Add Value for Deal Delivery—Even to the Most Successful IT Team

No matter how well your IT department is performing, or where you are in the deal lifecycle, our services can help you improve efficiency and boost ROI.

### Confusion/Clarity Gauges

*How well is your IT team handling the Deal Management Lifecycle?*

Evaluate their effectiveness for three key areas:

MUCH CONFUSION	SOME CLARITY/SOME CONFUSION	MUCH CLARITY
<b>RFP's</b>		
<ul style="list-style-type: none"> <li>Few/inconsistent RFP guidelines</li> <li>Process frequently driven/guided by suppliers</li> <li>Inconsistent RFP format</li> <li>Inconsistent calibration of responses</li> </ul>	<ul style="list-style-type: none"> <li>Some basic RFP guidelines</li> <li>Suppliers only occasionally drive process</li> <li>Some teams have a consistent RFP format</li> <li>Some consistent calibration of responses</li> </ul>	<ul style="list-style-type: none"> <li>Clear/consistent RFP guidelines</li> <li>Process is unbiased/never driven by suppliers</li> <li>Consistent RFP format</li> <li>Consistent calibration of responses</li> </ul>
<b>ROI</b>		
<ul style="list-style-type: none"> <li>Frequent, expensive change orders after project commences</li> <li>Frequent contract disputes/project delays</li> <li>Unclear starting point/base case</li> </ul>	<ul style="list-style-type: none"> <li>Some teams have minimal change orders</li> <li>Some teams have few disputes and delays</li> <li>Some teams have base case documented</li> </ul>	<ul style="list-style-type: none"> <li>Minimal change orders/clear deliverable expectations</li> <li>Minimal contract disputes/minimal delays</li> <li>Clear starting point/documented base case</li> <li>End results measured to ensure ROI was achieved</li> </ul>
<b>Deals Managed as Projects</b>		
<ul style="list-style-type: none"> <li>No one in charge of getting a deal done—no accountability</li> <li>Suppliers driving the process and capitalizing on their leverage</li> <li>Omission of key players/constituencies</li> <li>Significant inconsistency in project completion time</li> <li>Significant inconsistency in vendor pricing/performance</li> <li>No standards for processing paperwork</li> <li>No oversight of all deals/potential duplication of effort</li> </ul>	<ul style="list-style-type: none"> <li>Some projects have a project manager</li> <li>Suppliers not always driving process</li> <li>All key players involved on some/most projects</li> <li>Some consistency in project completion time</li> <li>Some standards for processing paperwork</li> <li>Some deal oversight</li> </ul>	<ul style="list-style-type: none"> <li>Project manager assigned and accountable</li> <li>Buyer driving the process and capitalizing on his leverage</li> <li>All key players involved/high level of organizational buy-in</li> <li>Consistent project completion time</li> <li>Adherence to best practices/effective deal brokering</li> <li>All paperwork processed correctly</li> <li>Oversight of all deals/no duplication of effort</li> </ul>
<b>How 4Gen Can Help:</b>	<b>How 4Gen Can Help:</b>	<b>How 4Gen Can Help:</b>
<ul style="list-style-type: none"> <li>Establish framework and governance</li> <li>Fill all or some key deal team roles</li> <li>Define and manage deal processes</li> <li>Provide tools and methods</li> </ul>	<ul style="list-style-type: none"> <li>Validate framework and governance effectiveness</li> <li>Fill open deal team roles</li> <li>Work within your deal processes</li> <li>Augment tools and methods</li> </ul>	<ul style="list-style-type: none"> <li>Assess frameworks and governance for improvement</li> <li>Supplement deal team roles</li> <li>Assess tools and methods for improvement</li> <li>Assess deal processes for improvement</li> </ul>

Contact 4Gen for a Deal Management Lifecycle Assessment or a full evaluation of your team and process.

[www.4Gen.com](http://www.4Gen.com) | 1.866.759.4Gen (4436)