

Guiding the Vendor Selection Process from Planning to Implementation: Leveraging Technology to Optimize Critical Business Systems

The Client

The client, a large insurance company in the Phoenix area.

The MSS Advantage

With expertise in ECM vendor selections and insurance industry experience, MSS was able to **identify and solve the right problems for the client**, including using existing knowledge and resources to streamline the requirements process and evaluate vendor solutions.

Some elements within the client's organization were resistant to change. **By identifying new ideas and solutions**, MSS was able to recognize a number of potential change management concerns and recommend strategies for resolving those concerns.

By **developing superior relationships** with both the client and potential vendors, MSS was able to understand the client's needs and work directly with vendors to ensure those needs would be adequately met.

The Result

Focusing on a holistic understanding of the client's needs, MSS:

Developed requirements for vendor selection

Identified potential change management issues and proposed solutions

Evaluated vendor solutions and presented key findings to client executives

Managed the vendor negotiation process to provide additional value to the client

The Challenges

Negotiating with vendors was one challenge that MSS faced on this project. In the current environment, many vendors are doing their own extensive screening of potential clients – and may need encouragement to move forward in the selection process. MSS is able to communicate directly with vendors in a way that the client often cannot, with the goal of increasing vendor participation.

A conversation with MSS allows the vendor to better prepare for the client's selection process, improves their understanding of the client's requirements, and answers their questions. That makes the vendor more likely to participate in the selection process and, ultimately, gives the client more choice – maximizing the likelihood of selecting a cost-effective, quality vendor.

The Project

The client was looking for an ECM solution that would allow them to better manage the large volumes of paperwork they processed. The client first sought the advice of other insurance companies that had gone through a similar vendor selection process; they recommended MSS because of our known expertise in this area.

"The client had spoken to other insurance companies and had a good idea of what they wanted," said MSS Consulting Manager Chad Nelson. MSS brought to the table the significant expertise that the client wanted to leverage during the ECM vendor selection process.

"We have a very structured process when it comes to vendor selection," Nelson explained. "We understand the products and we've gone through similar evaluations with similar clients. In addition, we are able to provide perspective when it comes to vendor negotiations."

The MSS team was able to draw on their extensive experience through every step of the project – from refining existing vendor requirement templates and identifying the concerns of key stakeholders within the client organization, to evaluating vendor solutions and making recommendations.

MSS identified and addressed potential problems at the outset so that the client could move through the selection process smoothly. For example, "During the requirements process, we uncovered some potential change management concerns that we brought to the attention of the CIO," explained Consulting Services Director Mike Little. "He appreciated that we were able to give him some insight on who were potential early adopters and who had their heels dug in."

It is in identifying those types of issues that MSS truly brings value to the client. "A project like this involves more than just moving from requirements identification, to an RFP, to vendor selection," said Nelson. "It is really about getting people involved and making sure they're providing input to help us address their concerns."

