

Davies Consulting

Procurement

Procuring the right solution, from the right partner at the right price and with the best delivery model

Get more value from your existing technology investments

Transform your approach to technology procurement with Davies Consulting's support. Our expert team can help you take a systematic approach to selecting and procuring new solutions, maintaining a constant focus on your business need from initial requirements analysis through market engagement to determining delivery models. We can also manage the procurement exercise for you.

Too often, technology selection decisions are a missed opportunity. Whether as a result of setting the wrong requirements, or returning to the same old suppliers in the hope of new solutions, there are countless horror stories of underutilised and overpriced solutions, massive workarounds and strained relationships that never fulfil expectations.

With our expertise at your side, you can avoid these potential pitfalls. Our hugely experienced team can help you to consider options thoroughly, testing these against the value they create and securing the right potential suppliers, who are motivated to be your partner.

Our approach is rooted in understanding the business need. We look at the ways you currently work and how they could be improved – then work with you to turn those insights into a set of clear requirements. We focus on the business case from the start, ensuring that what is being requested is not only affordable but also relevant and will add value.

From that firm basis, we can then work with you to:

- Explore the market, drawing on our knowledge to identify the suppliers who are best placed to be potential partners
- Consider alternative delivery models and how to pay for your solution, to secure value quickly and sustainably
- Bring all of this together into a clear procurement strategy that secures board-level buy-in
- Support you through the procurement exercise itself and into negotiations.

Dependent on your in-house skills and capacity, we can lead your team, or augment it.

Whether to replace an outdated platform (or mix of platforms), integrate with existing solutions or enable a new service or initiative, our team will not just help you identify the right type of solution for your needs. We'll also help you find the right partner and delivery approach, to optimise the value to you and your customers.



Our broad market knowledge means we can often give you a long list of suitable suppliers without needing to go to RFI – cutting months out of the procurement process.

Our Approach

We combine the knowledge that comes from our extensive experience procuring and working with CX tools and technologies with a robust commercial focus. Crucially, we're wholly independent of all vendors, so you can be confident our input and advice is based around your business needs and priorities.

In practice

Standardising the global CX

A global travel platform was increasingly conscious of the different experiences customers were having across its sites and markets. It wanted to ensure a high quality experience, both when customers interacted via the contact centre and using digital-assisted self-service. But crucially, it also recognised the need to allow its various brands to evolve at their own pace.

We were asked to help it find technology solutions that met these complex needs. We began by defining the specific requirements, working with multiple teams across the group to understand what they wanted from the technology. We then identified a long list of potential partners that the in-house team could review, before moving into a major procurement exercise.

With the specification tightly defined, we supported the company throughout the procurement process, which adhered to its complex schedule and resulted in the appointment of a partner.

Supporting evaluation of two parallel procurement projects

One of the UK's most respected retail brands was preparing to retender its communications and contact centre contracts. With the two exercises needing to run separately, but on an almost identical schedule, the retailer asked us to support both.

Specifically, we were invited to advise on the evaluation approach and to ensure that there would be no issues in integrating the two new suppliers.

The procurement programmes adhered to their challenging timescales and we provided timely advice and input on both. The retailer selected a supplier for each, and has now successfully migrated to the new contracts.

Get in touch

To discuss a forthcoming procurement exercise – or a current one that urgently needs some redirection – contact us today:

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