

# Outsource Your Network Management Services

Improve your performance, availability, and reliability while keeping a firm hand on governance to maintain project control and accountability.

## As a CIO...

or Infrastructure manager, your networks have become a more critical utility than ever before, requiring rock solid **availability, reliability, scalability, and performance**. You are interested in reaping the benefits of outsourcing network management services, and need to determine if your company is ready to begin outsourcing, select a vendor, and build a roadmap for the process.



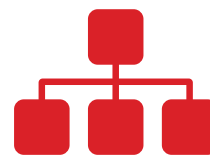
**Don't approach outsourcing your network management services with a "set and forget" mentality – the process is ongoing...**



Deliver better, faster, and more reliable service to your customers. Outsourcing network management allows you to drive efficiency through specialization and concentration.

**20%**

Outsourcing can help your organization achieve significant cost savings of up to 20% of network management expenses.



Scale up your network management capabilities by outsourcing specific relevant services; this allows for quick deployment of network monitoring to new company offices.



Put a solid governance structure in place prior to outsourcing to ensure a level of accountability that will help foster project success.

# 5 PROJECT STEPS

## 1. Make the Cases

Before moving to outsource your network management services, it is important to first assess your organization's current capabilities and readiness to outsource.

Use this time to determine the criticality with respect to which activities should be outsourced and which are best kept in house.

## 2. Build the business case and RFP

In order to gain appropriate stakeholder buy-in and support for the outsourcing of network management activities, it is important to develop a strong business case.

Within the business case, the project objectives, scope, roles and responsibilities, as well as financials and success metrics should be defined to provide a clear project structure moving forward.

## 3. Evaluate RFP responses and select a vendor

This is a key step in the outsourcing process — during this step you determine which vendor fits best with your organization. The RFP evaluation and scoring process will be integral in providing the framework for your vendor selection, as both tools will be used to help determine which vendor has the greatest level of "fit" with your organization.

## 4. Develop an action plan

Although vendor selection is a primary facet of outsourcing your network management services, the action plan that facilitates the transition serves as the backbone of the entire process.

Ensure that your outsourcing transition occurs as seamlessly as possible by creating a strong governance structure and sequential action plan.

## 5. Implement and monitor project success

Outsourcing is NOT a one-off project. In order to ensure future success, it's integral that your organization works to continuously build and monitor its vendor relationship.

Perform frequent service reviews to gauge performance levels, seek out areas for improvement, and set new service objectives as you move forward.

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