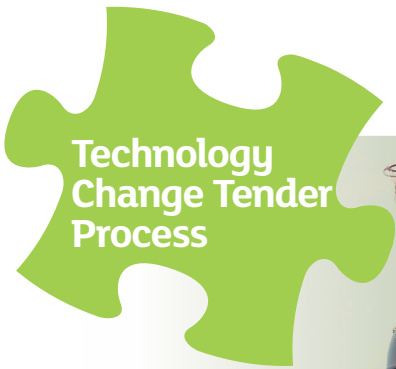


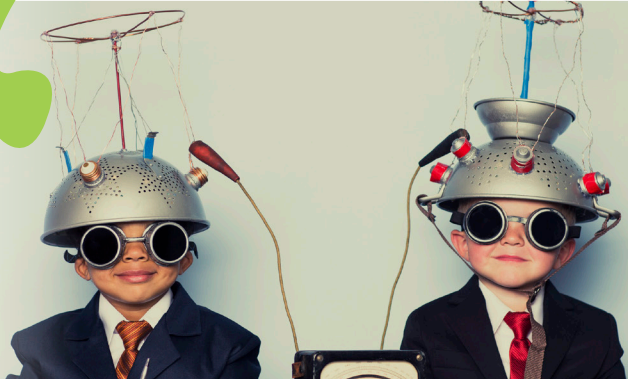


jigsawtree

business improvement is a journey not a race



Technology
Change Tender
Process



Reviewing the technology market



The Fry Group

since 1898

www.thefrygroup.com

Key Benefits

Capturing clear requirements - through benchmarking their existing solution against the business needs to highlight the uplift that can be achieved through a new system

Guidance - helping to guide the business through a clear and logical process

Business Case - production of a technology change business case once all suppliers had been seen as part of the due diligence pack



By working with Jigsaw Tree we had confidence that we would be guided and supported through this process in order to get the best outcome for the business..

– **Aidan Bailey** – Operations Director
The Fry Group

Key Services

- Acting as liaison with the technology providers
- Management of the tender process
- Provision of core question set with specifics added to match the needs of the business
- Taking key learnings from reference site calls and visits
- Benchmarking existing solution so that the benefits could be seen in terms of the percentage of extra functionality the business could achieve
- Commercial negotiations

The Fry Group had been using a CRM system for six years and it was agreed within the organisation that it wasn't delivering against the key business requirements. A decision was made to review the market to see if an alternative solution could be found which would deliver better benefits and future proof the business.

As part of this review The Fry Group recognised that they would need external help from a company who had a clear insight in the financial services technology market so that the project was kept on track and had a positive outcome. Through discussions with Jigsaw Tree and reference sites The Fry Group contracted to Jigsaw Tree to help with this critical project.

The first stage of the technology tender process was to understand what their existing system was delivering against a series of tender questions which would form a benchmark for the project team to use when assessing other systems.

The tender was issued to three key providers in the market and their responses were scored. This tender process showed that all three providers could deliver more than their existing system and they were invited to demonstrate their solution.

Once the demonstrations had been delivered, a series of reference site calls were made against a structured set of questions and key learnings taken from each call. During this process one of the providers was removed from the process and reference site visits were made with the two remaining providers and the provider who best matched the requirements of the business was finally selected.



Please contact us so we can discuss your requirements:

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