



SERVICE DESCRIPTION

EXECUTION SERVICES

STRATEGIC PROCUREMENT

Service Overview

TNC's Strategic Procurement Process will deliver the best possible commercial, technical and operational results for your network, telephony, contact centre, mobile, and cloud services to enable you to achieve your technical, operational, and commercial objectives

Key Deliverables

- Requirements Definition: Developing a detailed picture of your current and future needs
- Competitive Tender Process: A complete, end-to-end procurement process with rigorous management of all elements of the tender
- Vendor Negotiation: Securing optimised commercial, technical and operational terms through targeted negotiation.
- Contract Assurance: Ensuring all commitments made in the procurement process are captured in the contract

Typical Project Duration

- 16-20 weeks

Fee Model

- Fixed fee with milestone invoicing e.g. 33% on commencement, 33% on Scoring completion and 33% on completion

Key Benefits

- Delivers best possible technical, operational, and commercial results and highest possible ROI
- TNC deliver huge acceleration – completion in half the market average timescales
- Stakeholders can be confident they have achieved the best possible outcome
- Great for customers who don't have the time or the internal resource to run a full competitive tender themselves



Addressing Common Challenges

Challenge	Resolution
We haven't got time or the resource	TNC takes away the leg work and will deal with vendors directly, we manage the process from start to finish, the customer is involved throughout and TNC will always request approval, but TNC leading the process ensures the customer is getting the very best level of service, saving the customer time and in the end money
We can do it ourselves	TNC's unique methodology ensures the process is quick, efficient, and successful. If they don't use TNC, their process will take much longer and their outcomes are going to be significantly worse because they aren't subject matter experts, TNC run more telecom competitive tenders than any other consultancy

PROCUREMENT SUBJECT MATTER EXPERT SUPPORT

Service Overview

TNC's Procurement Subject Matter Expert Support solution is specifically designed to support organisations procuring complex network, telephony, contact centre, mobile, and cloud services to accelerate and de-risk those processes, and ensure each organisation gains the best possible technical, operational, and commercial results

Key Deliverables

- **Develop Statement of Requirements:** Working in partnership to develop a comprehensive and detailed suite of Statement of Requirements (SOR) documentation fully aligned with the organisation's current and future technical, operational, and commercial requirements
- **Develop Go To Market Pack:** Develop, present, and ultimately agree a comprehensive procurement plan and Go To Market document structure and format, including scope, current estate overview, requirements documentation, technical specification, commercial specification, service specification, and evaluation criteria
- **ITT Management:** Working in partnership, ensure all aspects of the ITT process are effectively and efficiently managed to achieve the best possible commercial, technical and operational results, including the following key activities: vendor engagement, RFP issuance, vendor workshops, Q&A facilitation, evaluation workshops, independent scoring and ranking, and commercial analysis
- **Contract Assurance:** Working in partnership, ensure the final contract aligns with results of the ITT process and also with market best practice, including the following key activities: requirement alignment, negotiation strategy, vendor engagement, contract schedule amendments

Typical Project Duration

- 16–20 weeks

Fee Model

- Fixed fee with milestone invoicing e.g. 33% on commencement, 33% on Scoring completion and 33% on completion

Key Benefits

- Ensures best possible technical, operational, and commercial results and highest possible ROI
- De-risks all aspects of the process
- Deliver significant process acceleration and significant reductions in internal resource demand

- Stakeholders can be confident they have achieved the best possible outcome

Addressing Common Challenges

Challenge	Resolution
We haven't got time or the resource	TNC augments your team with our expert consultants to take away lots of the leg work, whilst helping you accelerate the process to achieve your target results more quickly
We can do it ourselves	TNC's unique people and unparalleled market insight and data de-risks your process whilst ensuring you achieve the best possible technical, operational, and commercial results, all whilst navigating the complex and fast-changing market for network, telephony, contact centre, mobile, and cloud services

DEPLOYMENT MANAGEMENT

Service Overview

Use TNC's specialist team to lead deployment of your network, telephony, contact centre, mobile, and cloud services to achieve on-time and on-budget migration

Key Deliverables

- TNC develops and leads an Engagement Partnership including the TNC team, the customer team, and the service provider team to deploy the new service
- Built on TNC's unique Clarity management and automation platform
- TNC's focus includes the following key activities:
 - Manage the incoming and outgoing service providers and/or vendors
 - Oversee customer resources
 - Review, validate, and optimise all project documentation
 - Ensure all deliverables align to the contract
 - Oversee billing to ensure legacy services are ceased and new services are billing correctly
 - Lead governance processes and produce project reporting
 - Manage escalations with service provider to resolution
 - Track and monitor risks and mitigations

Typical Project Duration

- 3-12 months

Fee Model

- Monthly fixed fee for project duration, invoiced quarterly in advance

Key Benefits

- Deploying new technologies like cloud services, CCaaS, SD-WAN and SSE is really challenging – most customers have a skills gap, as do many service providers – this puts the success of your deployment at risk
- Criticality of these services means failure is not an option
- TNC provides specialist skills to ensure successful delivery – on-time and on-budget
- With TNC, you are buying a capability not an individual – our deployment team has access to the full range of TNC's commercial and technical consultancy skills



- TNC's solution is typically 30-40% cheaper than engaging contractors
- TNC's platform Clarity is used for both the customer and supplier to collaborate and provide live reporting

Addressing Common Challenges

Challenge	Resolution
We will do it ourselves	• Internal PMs lack specialist skills • Many internal teams are very stretched
We will use a contractor	• Contractors are typically 30-40% more expensive than using TNC • Contractors often lack specialist skills, particularly in latest technologies • Finding a good contractor takes time • IR35 changes making contractors more scarce
Surely this is our service provider's job?	• Whilst the service provider will do much of the heavy lifting, you retain a lot of responsibilities: managing the service provider, completing your own deliverables, providing data, scrutinising documentation etc. You simply can't sit back and expect the service provider will just "make it happen"

COST OPTIMISATION & ASSURANCE

Service Overview

Cost Optimisation & Assurance (CO&A) delivers cost savings and other business benefits by cleansing and then maintaining an optimised estate across network, telephony, contact centre, mobile, and cloud services (or any combination of these service towers)

Key Deliverables

- Phase 1: Cost Optimisation
 - TNC will complete a detailed audit and cleanse of your estates, inventories, and billing to identify any errors, over-charging, or other mis-billing and will build a detailed Action Plan to resolve
- Phase 2: Cost Assurance
 - TNC will work with you to execute the Action Plan, cleanse your estates, inventories and billing, and land significant cost savings
 - TNC will ingest your billing every month, continually clean it, ensure it aligns with your estates and inventories, engage directly with your service providers to resolve any issues, and deliver clean billing directly into your approval process

Typical Project Duration

- Cost Optimisation – 3 months
- Cost Assurance – 12-36 months

Fee Model

- Typically billed quarterly in advance
- Depending on the estate size and scope, TNC can often offer a Fee Guarantee, guaranteeing that the engagement will be, at minimum, cost neutral

Key Benefits

- Delivers significant cost savings – typically at least 10% of the total cost of your services
- Provides a single pane of glass view of costs, estates, and inventories, and absolute confidence in the accuracy of this data
- Puts you in the driving seat with your service providers
- Huge reduction in the time and resources you will otherwise have to spend managing your estates, inventories, and billing



Addressing Common Challenges

Challenge	Resolution
We haven't got time	• TNC is largely self-sufficient, meaning it will take very little of your time to oversee the engagement • Surely every organisation has time to deliver significant cost savings?
We are already doing this	• Most organisations think they are doing this, but 100% of the estates TNC has reviewed have ultimately shown significant overspend • Is this really the best use of your scarce internal resources? Out-tasking this work to TNC will free up your team
Engaging TNC will be too expensive	• Engaging TNC will deliver significant cost savings, ensuring a multiple-times ROI • In appropriate circumstances, TNC will offer a 100% Fee Guarantee, ensuring the engagement will be, at minimum, cost neutral