

Ensuring Seamless Supplier Transition

Supplier Transition & Exit

Finyx support our clients through the complexities of changes in the provision of technology services; be it insourcing, outsourcing or offshoring. We assess the impact of these changes on business operations with a view to ensuring minimal service disruption for end users. Additionally, we have built considerable experience assisting with both the exit from incumbent contracts and the onboarding of new suppliers.

— ABOUT FINYX

small enough to CARE.

**Big
enough**
to depend on.

Finyx are an experienced and trusted Digital Delivery partner there to help you realise your digital ambitions and deliver meaningful change.

We are a wholly independent advisory business singularly focused on solving actual client problems and delivering positive outcomes.

Our only loyalty is to our clients and we pride ourselves on our collaborative partnering approach and our flexible nature; always expecting to deliver more than that stated in the contract.

All of our leaders have held line roles in Blue Chip corporates or large Public Sector organisations, giving us unique insight as to what “good delivery” feels like from a client’s perspective.

Finyx provide genuine expertise through a unique mix of consulting pedigree and industry experience to give our clients the best chance of success.

3

offices

With offices in London, York, and Belfast, we’re perfectly positioned to support clients across the UK.

20

years

We’re proud to have been a part of some of the largest transformation programmes in the UK over the last 20 years.

100+

professionals

Our expanding team of over 100 professionals offers a diverse range of expertise and skills to apply to any challenge.

OUR SERVICES.



STRATEGY

Plan. Transform. Succeed.

Developing digital strategies to drive efficiencies, optimise business growth and provide innovative services to your end users.

DELIVERY

Analysis. Insight. Impact.

Full lifecycle support for your digital transformation programmes, from PMO, to Product Management and Business Change.



COMMERCIAL

Design. Procure. Manage.

Designing digital supply-chains, tendering, negotiating, tracking supplier performance and managing supplier transitions.

BUSINESS MANGEMENT

Visibility. Accountability. Results.

Bringing together a number of related disciplines to improve visibility, efficiency and cost-effectiveness of your digital programmes.





OUR INDUSTRIES.

Finyx operate across a range of industries and our clients are strategically vital for the UK economy and the delivery of our public services.

We support our secure clients by providing specialist teams that understand the sensitivities associated with highly regulated environments, with all of our employees holding clearances at SC level or above.

We operate at all levels of Government from Local Authorities to big Central Departments; offering our Services through a growing number of frameworks.

In the Private Sector, we have an extensive track record supporting global banks, asset and wealth management companies alongside insurance and payment providers.



**Defence &
Security**



Public Sector



**Financial
Services**



THE SERVICE.

UK government departments typically re-procure IT services every three to five years. Loss of trust in suppliers, expensive and outdated pricing models, supply chain strategy refresh, and impending contract expiry are examples of common triggers of supplier change.

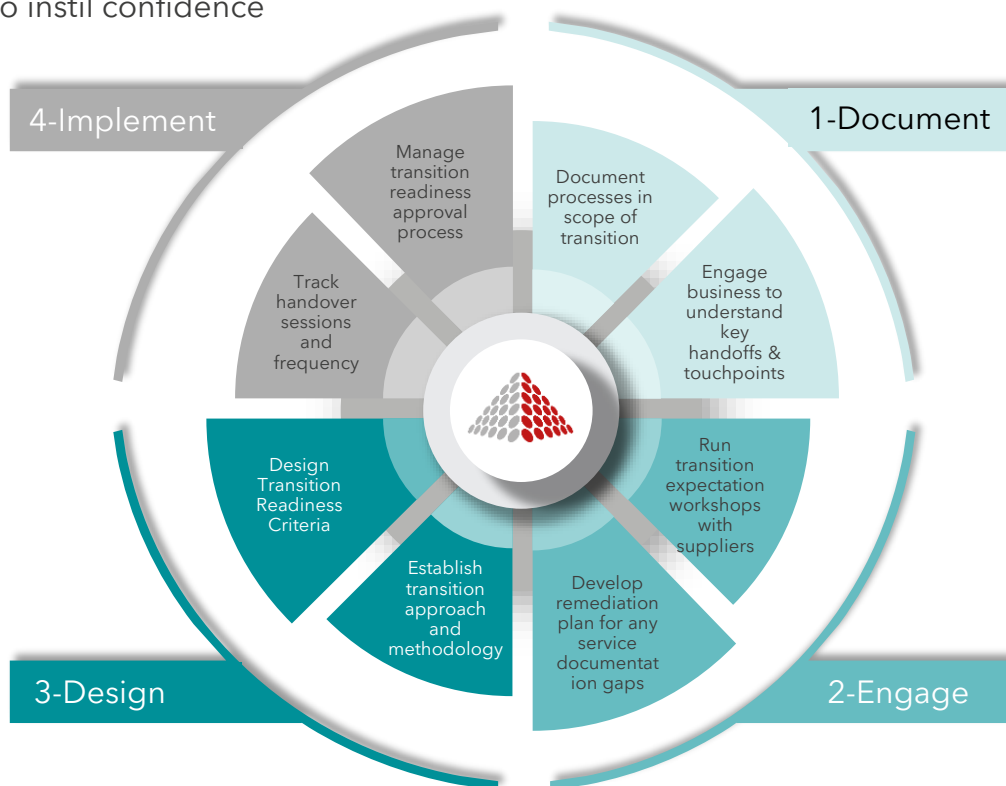
Organisations often under-estimate the effort to facilitate a smooth and seamless transition process once a preferred supplier is selected. Poor documentation of core service processes, insufficient engagement with end users to understand ways of working impacts and awkward outbound supplier behaviour can lead to a rushed, incomplete transition process and detrimental impacts to customer-facing services post-transition as a result.

Fynx can help by leveraging our tried-and-tested supplier transition methodology to ensure processes requiring handover are understood and documented early, and the knowledge transfer process is overseen with sufficient rigour to ensure the incoming supplier is equipped to succeed. Our consultants leverage experience from both the customer and supplier perspective to bring unique insights and instil partnership values that encourage innovation and collaborative working.

THE APPROACH.

Our supplier transition service is designed as a step-by-step approach, ensuring:

- Requirements are rigorously documented through extensive engagement with the business
- Outbound and inbound suppliers are made aware of responsibilities & expectations early
- Transition approach, methodology and readiness criteria are tailored to our client's priorities and leverage our existing accelerators
- Handover of responsibility is managed with the sufficient level of rigour, governance and reporting to instil confidence

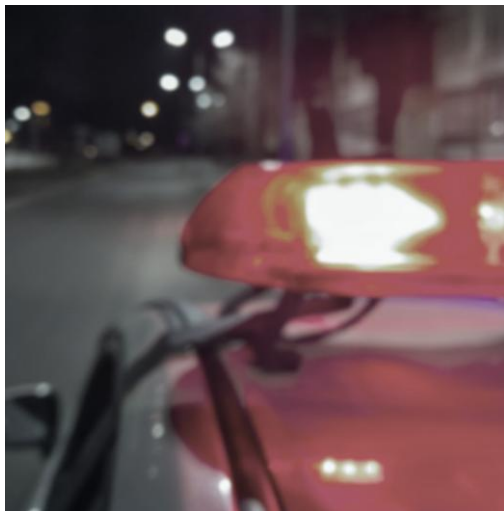


THE VALUE.

By helping you implement the above approach, we will:

- Ensure up-to-date, comprehensive service documentation is available to mitigate any teething issues post-service commencement.
- Help avoid any awkward supplier conversations by setting expectations for the transition period early (referring to contractual exit provisions if required).
- Ensure that often forgotten elements of successful transition (systems access for example) are managed through our comprehensive Transition Readiness criteria, to avoid any late barriers to successful go-live.

SUCCESS STORIES.



Law Enforcement Agency

Public Sector

The organisation's technology services were primarily provided through a large outsourced agreement which was due to expire. Finyx managed the exit of this contract and transition to a new multi-supplier environment.

This included service model design, requirements definition, business case creation, managing multiple procurements and implementation of new service provision.



Department for Environment Food & Rural Affairs

Public Sector

Defra engaged Finyx to transition IT Service Desk and End User Services from two incumbent providers to a single new provider.

Finyx led the programme, using our service transition framework to test and assure the incoming supplier's capabilities, while ensuring they were equipped with the necessary knowledge and processes. Resulting in a seamless transition with no disruption to end users.



M&G Investments

Private Sector

Post having been onboarded to assist with comprehensive procurement exercise, Finyx were retained to help oversee transition of 7 key service areas to the chosen replacement supplier.

Finyx managed the programme, implementing and overseeing a transition readiness process to be followed across in-scope services as well as leading individual service transitions.

The end result was successful transition post-service commencement across all services, despite aggressive, immovable deadlines for incumbent supplier exit.

YOUR DIGITAL TRANSFORMATION PARTNER.



I bring experience and capability of successfully overseeing complex supply chain and supplier transitions, employing a service-oriented mindset to ensure end users continue to experience the quality of service they expect. My capabilities in Supplier Management also ensure that not only are incoming suppliers suitably equipped to provide service as-is today, but also that they are bought into our client's forward looking technology strategy and aware of their part to play on that journey.

Dom Ryan

Supplier Transition & Exit Lead



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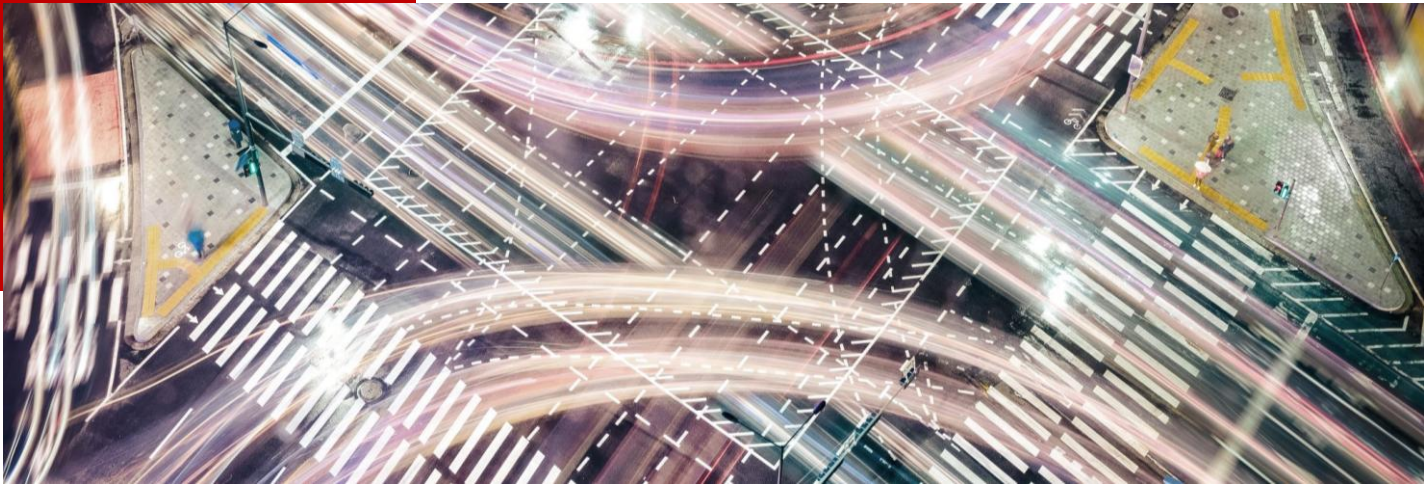
[@Finyx](https://www.linkedin.com/company/finyx)

Finyx is a limited company registered in England & Wales with number 07978039 and its registered office at The Catalyst Baird Lane, Heslington, York, UK, YO10 5GA

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ANNEX.

- Key Features
- Key Benefits



Key **FEATURES.**

- 01 Comprehensive transition readiness criteria tailored to your needs.
- 02 Provision of subject matter experts to elicit transition requirements.
- 03 Transition PMO templates including RAID logs, status reports etc.
- 04 Knowledge Transfer day-by-day plans and agenda kick-starters
- 05 Pre-engagement sessions with suppliers to set transition process expectations
- 06 Transition programme workstream structure, implementation and reporting
- 07 Business Change offerings including change assessments and Communications plans.
- 08 Standard service documentation templates and quality assurance.
- 09 Service Runbooks documenting expectations on incoming supplier staff.
- 10 Transition tracking methodologies, feeding into objective view of progress.



Key **BENEFITS.**

- 01 Clear accountability across inbound and outbound suppliers from day one.
- 02 Early identification of critical risks, avoiding delays or issues.
- 03 Independent conduit between suppliers, promoting transparency and pragmatism.
- 04 Increased speed to go-live, leveraging ready-made tools and accelerators.
- 05 Increased stakeholder confidence in transition progress via standardised, clear reporting.
- 06 Early end users engagement and preparatory communications, minimising teething issues.
- 07 Avoidance of single points of failure via strong knowledge transfer.
- 08 Comprehensive service documentation which avoids over-reliance on external supplier.
- 09 Rigorous articulation of service priorities to incoming supplier, avoiding misalignment.
- 10 Supplier skills assessments which give client confidence of required proficiencies.