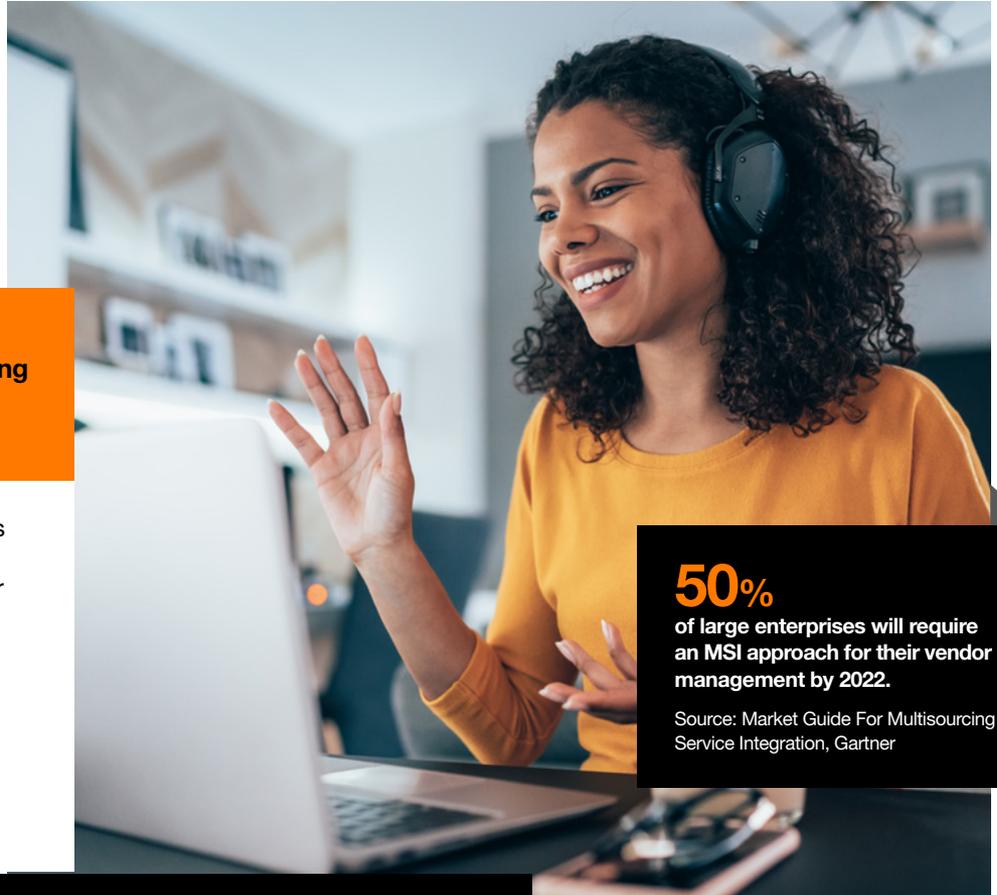# Consultancy discovery questions

Increasing IT and supplier complexity is giving multinational enterprises a headache. Can Multisourcing Service Integration provide relief and drive additional business benefits?

Enterprises are accelerating the deployment of new technologies from many vendors and providers, while adopting data-driven, multicloud infrastructures. This is making it almost impossible for them to retain control and visibility of their IT estates.

Multisourcing Service Integration (MSI) is garnering much attention as the answer to these complex management challenges. Orange Business Services has helped multinationals worldwide get control of their IT estate. These discovery questions from our consultancy team can help you work out whether MSI is the answer for you.

50%
of large enterprises will require an MSI approach for their vendor management by 2022.

Source: Market Guide For Multisourcing Service Integration, Gartner

Q1 Is your vendor ecosystem increasingly difficult and expensive to manage?

Enterprises are expanding way beyond their traditional IT footprints and managed services. Multicloud and software-defined networks are evolving into complex infrastructures. Multinationals, especially are having to manage intricate technology ecosystems across global departments and subsidiaries. As a result, you may be paying for capabilities and services that you may not want or need.

MSI can help you better manage your IT estate and transform service delivery for lower costs, lower risk, greater flexibility and improved performance. The better you can integrate and manage your IT environment, the better your business will perform.

Consultancy plays a vital role in assessing and investigating current weaknesses in the IT environment and how it is managed. It makes recommendations for improving, optimizing and digitalizing processes, tools, people – and examines co-designing where appropriate. This process enables us to get the very best fit for your business from an MSI model. Consultancy can also help you find answers to questions you may have on an IT Service Management (ITSM) strategy and approach.
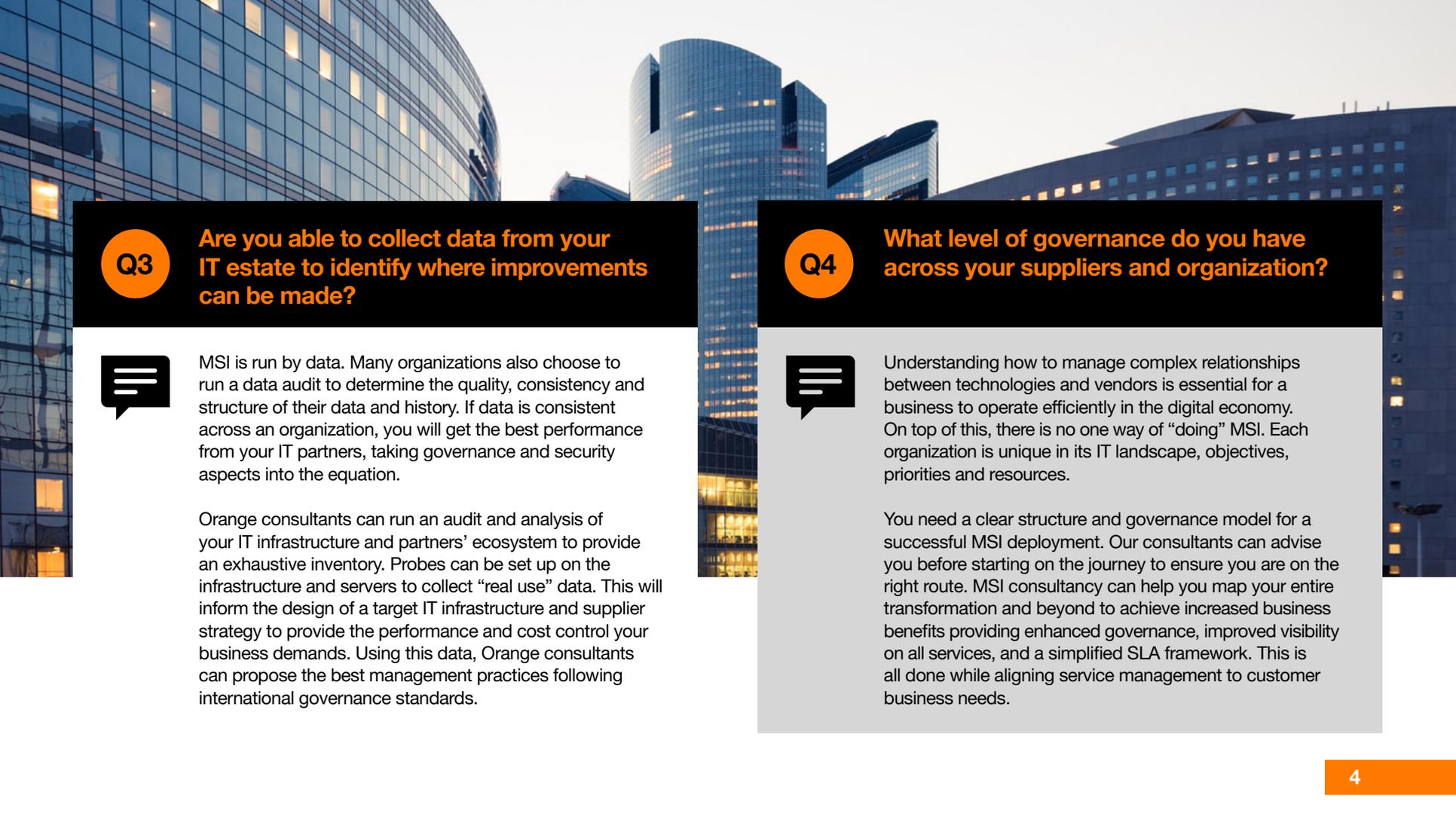
Q2 Do you know that the MSI journey can bring additional business benefits?

MSI can create significant business value if you get the model right for your organization. Consultancy can help you recognize the issues you have and how MSI can address them, setting expectations, while identifying the skills and knowledge necessary to achieve them. It also provides a clear picture of roles and responsibilities, defines measurement parameters, and the robust governance required to support business goals. The result is improved visibility, cost control, management – and ultimately better performance and productivity.

Our MSI readiness assessment provides you with an estimated maturity of your organization centered on technology, processes and people. Much like business goals, you are looking for iterative improvements. Our consultants look at the maturity of your IT service management processes and functions based on the ITIL framework for IT best practice and agile thinking. They can recommend Information Technology Service Management (ITSM) improvements through workshops, data collection and assessment questionnaires.

Q3 — Are you able to collect data from your IT estate to identify where improvements can be made?

MSI is run by data. Many organizations also choose to run a data audit to determine the quality, consistency and structure of their data and history. If data is consistent across an organization, you will get the best performance from your IT partners, taking governance and security aspects into the equation.

Orange consultants can run an audit and analysis of your IT infrastructure and partners' ecosystem to provide an exhaustive inventory. Probes can be set up on the infrastructure and servers to collect "real use" data. This will inform the design of a target IT infrastructure and supplier strategy to provide the performance and cost control your business demands. Using this data, Orange consultants can propose the best management practices following international governance standards.

Q4 — What level of governance do you have across your suppliers and organization?

Understanding how to manage complex relationships between technologies and vendors is essential for a business to operate efficiently in the digital economy. On top of this, there is no one way of "doing" MSI. Each organization is unique in its IT landscape, objectives, priorities and resources.

You need a clear structure and governance model for a successful MSI deployment. Our consultants can advise you before starting on the journey to ensure you are on the right route. MSI consultancy can help you map your entire transformation and beyond to achieve increased business benefits providing enhanced governance, improved visibility on all services, and a simplified SLA framework. This is all done while aligning service management to customer business needs.

Q5

Do you have a clear overview of your relationships with vendors?

Monitoring the performance across the lifespans of literally thousands of contracts and SLAs is an enormous task. At the same time, you need to ensure that you meet users' needs 24/7. MSI helps to better manage vendor relationships by providing a panoramic view of your IT estate via a single platform to simplify operations and management.

Orange consultants can look at your current supplier relationships structure, advise how to put in place standardized contracts where possible and manage their lifecycles more efficiently. We can also introduce automation and robotic process automation (RPA) to increase productivity, remove inefficiencies and increase business.

Q6

Are you looking to improve workflows across multiple vendors?

MSI consultants work closely with you to analyze your current operations, looking at how workflows are coordinated between vendors and how users consume services. Consultants look at your short and long-term business goals and develop a strategy that fits your organization's unique requirements. They can design a strategy that aligns to your business utilizing a standardized framework.

Q7 Have you already deployed MSI and not attaining the results promised?

If you find that your MSI benefits have not been realized, our consultants can advise you on how to turn it around. MSI is a journey of evolution to reach maturity. It is essential to understand where you are on the MSI curve to efficiently plan your MSI strategy, simplify your infrastructure management and quickly benefit from operational improvements.

The Orange consultancy engagement process

Each organization's maturity and services are at a different level of MSI readiness. Some organizations may have clearly defined their sourcing strategy, while others may need help in determining it, for example.

Discovery, evaluation and assessment are critical steps in helping consultants draw up your MSI roadmap. Orange consultants can help you visualize an entire MSI journey that provides an overarching MSI strategy, whether you have very little MSI knowledge or have some MSI in place.

Our consultants start with a high-level customer maturity assessment. This includes looking at business challenges, examining market trends, identifying potential business benefits, transforming ambitions and outlining the next steps.

Why Orange?

5,000 Cloud, Digital & Data consultants

Over 3,800 Orange Lab researchers

Our mission at Orange Business Services consultancy is to help you manage the complexity fueled by emerging technologies and vendors. We can help you understand your IT estate, define an efficient MSI transformation plan, assist you with the best ways of migrating assets and help you drive continuous change to enhance business outcomes.

Orange Business Services has a large global footprint. As well as being an experienced operator, Orange is also a solutions integrator, partnering with all the major manufacturers and publishers in the market. As a team, we are dedicated to choosing the very best solution to achieve your business outcomes.

If you would like to learn more about how Orange can help you utilize MSI to control costs better, drive transformation, remove complexities and streamline management to harness the power of new and emerging technologies, please read our latest whitepaper at https://www.orange-business.com/en/library/white-paper/multisourcing-service-integration or contact:

Irina Guskova
Managing Consultant, Orange Business Services
irina.guskova@orange.com

Rodolphe Docquois
MSI & IT Consultant, Orange Business Services
rodolphe.docquois@orange.com

Business Services

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