

## SERVICE DESCRIPTION

# Vendor Management

Today, few companies are able to work with a single technology vendor. Typically, because IT systems have become complex and specialized, IT departments are often engaged in a puzzle-like series of relationships with external vendor offerings. Vendor management has therefore become a critical component of smooth and cost-effective business operations. Companies cannot afford down time, lost productivity, and increased costs due to poor vendor performance.

Typical challenges facing companies that work with multiple vendors include:

- Procuring the best vendor with the best price, performance and support
- Negotiating and managing multiple vendor contracts
- Reconciling inconsistent service levels and incompatible service level reporting
- Managing performance issues with undefined client expectations and vendor responsibilities
- Tolerating lack of vendor performance due to undefined metrics
- Struggling to track, monitor and report on vendor performance
- Managing change in a multi-vendor, multi-technology environment

To help address these challenges, IT Evolution provides a comprehensive set of related services that enable an efficient and effective set of Vendor solutions that are more easily managed. These services, while best combined into an overall Vendor Management program, are effective individually to improve discrete vendor issues:

- **Vendor strategy**
- **Vendor Selection Process**
- **Business and service alignment**
- **Contract/ metric/ pricing negotiation**
- **Performance improvement planning**
- **Vendor reconciliation and optimization**
- **On-going Vendor management / governance**

We offer a free, half-day evaluation which includes an executive summary of observations and recommendations for helping you better understand vendor management opportunities to reduce IT costs and improve IT performance.

## ABOUT IT EVOLUTION:

Serving Pennsylvania, New Jersey and Delaware companies for more than 15 years, IT Evolution provides information technology services. The firm provides a full spectrum of IT services including IT consulting, data management, program/project management and infrastructure services and support. IT Evolution has senior, experienced, local resources delivering solutions that are right-sized for its clients' needs. The company's motto is, "We can help" and is recognized as one of the fastest growing companies by the Philadelphia 100, South Jersey 25 and INC 500/5000. For more information, please visit [www.itevcorp.com](http://www.itevcorp.com) or call toll-free at 888-464-1845.