



## **VENDOR EVALUATION AND NEGOTIATION PROJECT**

Akiko Business Consultants has successfully completed the complex project of vendor evaluation and negotiation for a key client. Akiko's client, following a review process, had made the decision to change their strategic business system of Payment Gateway Processing from an outsourced operation to an in-house process. *"Our primary driver was to reduce our current and future operational costs of the system, so finding the most cost effective system was crucial for us", said the client's CIO.*

This change required the evaluation of tendered vendor solutions and negotiations with selected vendors. Akiko's senior consulting staff combined their experience in vendor and systems evaluation with their understanding of their client's business requirements to produce a Suitability Profile Analysis for both the Vendors and their solutions, which was the basis of the evaluation.

Akiko's evaluation of the tendered solutions covered all areas of

- Risk analysis
- Functional compliance
- Meeting of delivery timeframes
- Initial, recurring and transactional costs.

The Suitability Profile Analysis provided a comprehensive rating system which allowed the solutions to be ranked according to their level of overall compliance. Akiko provided the client with an individual analysis of the strengths and weaknesses of each proposed solution together with a recommended shortlist of selected solutions. *"Akiko's analysis gave us confidence to make our final decision with full knowledge of potential risks and rewards for each system", said the CIO.*

Akiko Business Consultants were able to provide both an independent analysis of the vendors' proposal and strong negotiation skills which ensured the client benefited from the most cost effective and functionally complete solution. The recommended solutions met not only the client's aim of achieving significant savings and greater control but also provided extended system functionality.