

Our Capabilities

Vendor Selection



Selecting the best information system and technology is not a matter of comparing one vendor with another - it is about finding the right solution.

Pitcher Partners has extensive experience in the design, selection, development and implementation of business and information systems – and this experience benefits our clients – particularly through the complex process of vendor selection, contract negotiations and implementation.

We work with clients to manage this minefield in selecting appropriate and relevant systems that enhance their operations and guide them through the harder task of contractual negotiation and implementation. Our focus is to select systems that improve business performance and processes to deliver results.

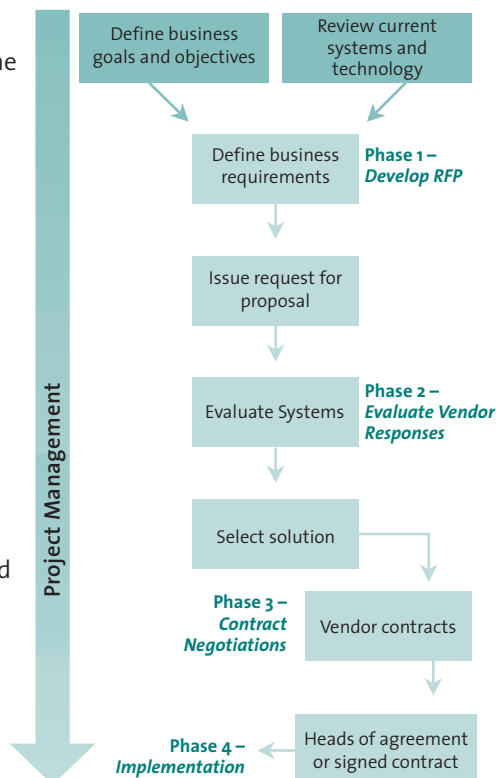
Our Approach

The objective of our approach is to select an appropriate vendor solution that meets our client's current and future needs. We recommend the adoption of a methodology based on the principle that information technology and business initiatives must align with organisation goals and deliver business value.

Consequently the process of vendor selection and implementation must be a collaborative approach and include major key stakeholders.

This not only ensures alignment to business goals but also ensures the final strategy is developed and agreed by key stakeholders – ensuring support for the system's implementation.

Our clients recognise the value of our methodology and guidance – Pitcher Partners assist clients to make the right decision.



We have found our relationship with Pitcher Partners Consulting to be a true partnership. During the course of their engagement they have been accessible, forthright and unambiguous in the services they have provided. The team at Pitcher Partners Consulting have at all times remained focused on the business outcomes we were seeking.

Darren Goodwin, Chief Financial Officer
Porter Davis Homes

Case Studies

Health Care Insurance

Pitcher Partners has a long term relationship with this client, providing various IT consulting services. We supported the organisation in the RFP development for a Business Intelligence Tool. This project involved gathering of requirements, sign off of the tender document, and managing the various vendors through the demonstration and selection process. We were also involved in the contract negotiations stage.

Residential Construction

Pitcher Partners has been advising the management of this organisation for many years on IT matters. We supported the development of an IT strategy initially which included the need to move to an IT managed environment with built in redundancy and disaster recovery. We then began the selection of a new integrated ERP system for the organisation. Over the years they had purchased and enhanced many different applications that were not fully integrated. We advised on the vendor selection, contract negotiations and are now providing a watchful brief via the IT Steering Committee over the implementation.

Metal Manufacturing

This client has multiple plants across Asia Pacific and had legacy systems that were heavily customised which make upgrading over the years very difficult. The company made the decision that an integrated ERP solution across all plants was now required. We were selected to manage the process on behalf of the company. Interviews and workshops were held with key staff to identify the requirements of the new system.

This information was then used in a tender process, consisting of written submissions and visual demonstrations, leading to the selection of a suitable vendor and an integrated software solution. Considerable savings were made through the contractual negotiations. Pitcher Partners then project managed the successful implementation of the chosen system and our client is now realising the benefits.

Not-for-Profit Organisation

Pitcher Partners have been involved with this client for a number of years

now. We were initially involved in the selection of an integrated Back Office system. We were required to undertake the requirements process and then manage the selection process with a limited number of vendors.

The process involved workshops with senior staff, documenting processes and managing the evaluation of vendors, demonstrations and final selection.

We were then asked to co-ordinate the contract negotiations with the successful vendor. This resulted in a contract that met the organisations needs and cash flow and was acceptable to the vendor. We project managed the implementation and have subsequently helped the client, recently, integrate another Not-for-Profit organisation into that system.

Food Processing Organisation

This client had purchased a similar organisation to themselves with both companies running legacy systems. We were selected to help them evaluate and select a new ERP solution for the consolidated entity.

Pitcher Partners ran the requirements and evaluation process for a new integrated ERP system and saved the organisation significant investment funds in the process of contract negotiation. We were the project director for the subsequent implementation over the next 12 months.

Due to our approach and expertise, our client minimised the risk and maximised the return on investment in choosing an appropriate IT system, supplier and ongoing support partner for the next five years.

Personal Fitness Industry

Our client was operating on disparate IT systems that were not integrated and reporting was difficult. As the organisation had grown and was continuing to expand, a new integrated

financial system was required.

Pitcher Partners' vendor selection methodology was ideal for this company and we helped document their requirements and prepare the RFP document for the appropriate vendors.

We worked with key staff to review vendor proposals, arrange demonstrations and help finalise the successful vendor. We managed the contract negotiations with the client's lawyers and project manage the implementation. Our client is now realising the benefits from an integrated solution.

Furniture Manufacturer

Pitcher Partners managed the vendor selection, contract negotiations and project management of the new financial, MRPII system for a prestige furniture manufacturer over an 18 month period.

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