



## **Shake-up the vendor support model**

By: Danny Begg

Sainsbury's  
*Argos*

**Do we need vendors to support our software??**

# Traditional Support

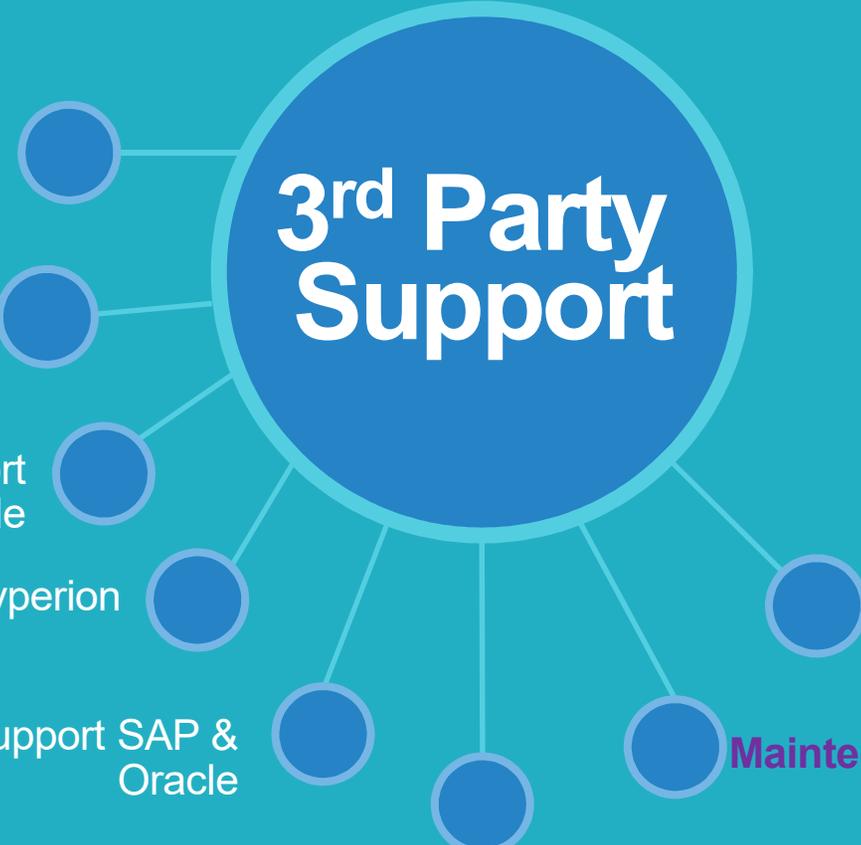
- Support is bundled into the license when you purchase it from a vendor
- This support is then renewed annually to give you access to the vendors support teams, upgrades to the product and updates/patches
- Additional support models are available to give enhanced services
- Must keep within current supported versions or pay for additional enhanced support to OOS software
- Maintenance covered each year by the business as opex or a mixture of capex/opex dependent on the finance model used

# What do you get for support?

- ✓ Entitlement to upgrades and patches to the software you have procured
- ✓ Entitlement to security/vulnerability releases
- ✓ Entitled to support for older versions (At additional cost)
- ✓ 24x7x365 Support
- ✓ Creation of Adhoc patches and workarounds
- ✓ “How to” questions and configuration advice
- ✓ Remote problem analysis (24x7x365)
- ✓ Identification of failing product/component (Supported product only)
- ✓ Problem determination (reactive)
- ✓ Support for installation and use (Typically part of professional services)
- ✓ Problem management (Internal only)
- ✓ Access to source code changes



# 3<sup>rd</sup> Party Support



**Origina** provide software support for IBM products

**Rimini Street** support SAP/Oracle, IBM DB2, MS SQL & Salesforce

**Spinnaker** support SAP/Oracle

**Alui** support Oracle Hyperion

**Support Revolution** support SAP & Oracle

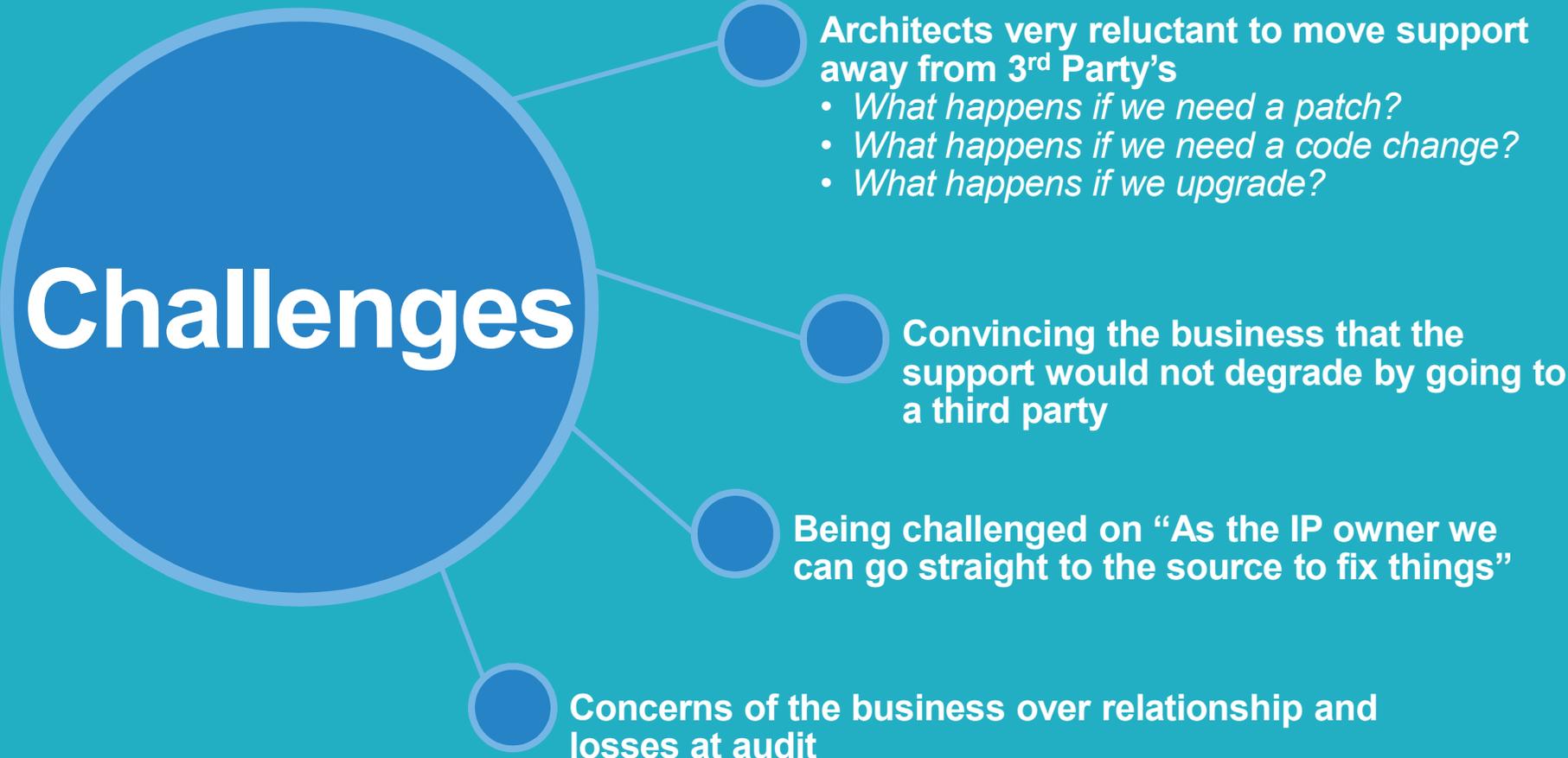
**Curvature** support SUN/Oracle

**Maintech** support SUN/Oracle

**Terix** – IBM Hardware



# Challenges



**Architects very reluctant to move support away from 3<sup>rd</sup> Party's**

- *What happens if we need a patch?*
- *What happens if we need a code change?*
- *What happens if we upgrade?*

**Convincing the business that the support would not degrade by going to a third party**

**Being challenged on “As the IP owner we can go straight to the source to fix things”**

**Concerns of the business over relationship and losses at audit**

# Support Model Comparison

Support Area	IBM	3 <sup>Rd</sup> Party
Entitlement to upgrades & patches	✓	✗
Entitlement to security/vulnerability releases	✓	✓
Entitled to support for all versions no matter the age*	✗	✓
24x7x365 support	✓	✓
Creation of Adhoc patches and workarounds	✓	✓
“How to” questions and configuration advice	✓	✓
Remote problem analysis (24x7x365)	Business hours 9-5	✓
Identification of failing product/component	Supported product only	Whole environment
Problem determination	Reactive	Proactive
Support for installation and usage	PS only	✓
Response SLA*	2 hours	15 minutes
Problem management		Dedicated named person
Pro-active health checks		✓
Access to source code	✓	✗



# Pro's and Con's Or Savings & Value

✓ The older software is, the less likely source code issues are

✓ Support for the whole environment not just the vendors product

✓ Reinstatement costs are negotiable

✓ 3<sup>rd</sup> Party support costs can reduce YOY

✗ You lose access to upgrades

✗ You cant fix the source code without the vendor

✓ Support is a MINIMUM 50% cheaper

✓ If your not upgrading software within 4yrs there is no value to upgrades

✓ Faster more reactive support

✗ Any support increase increases costs, eg AVP

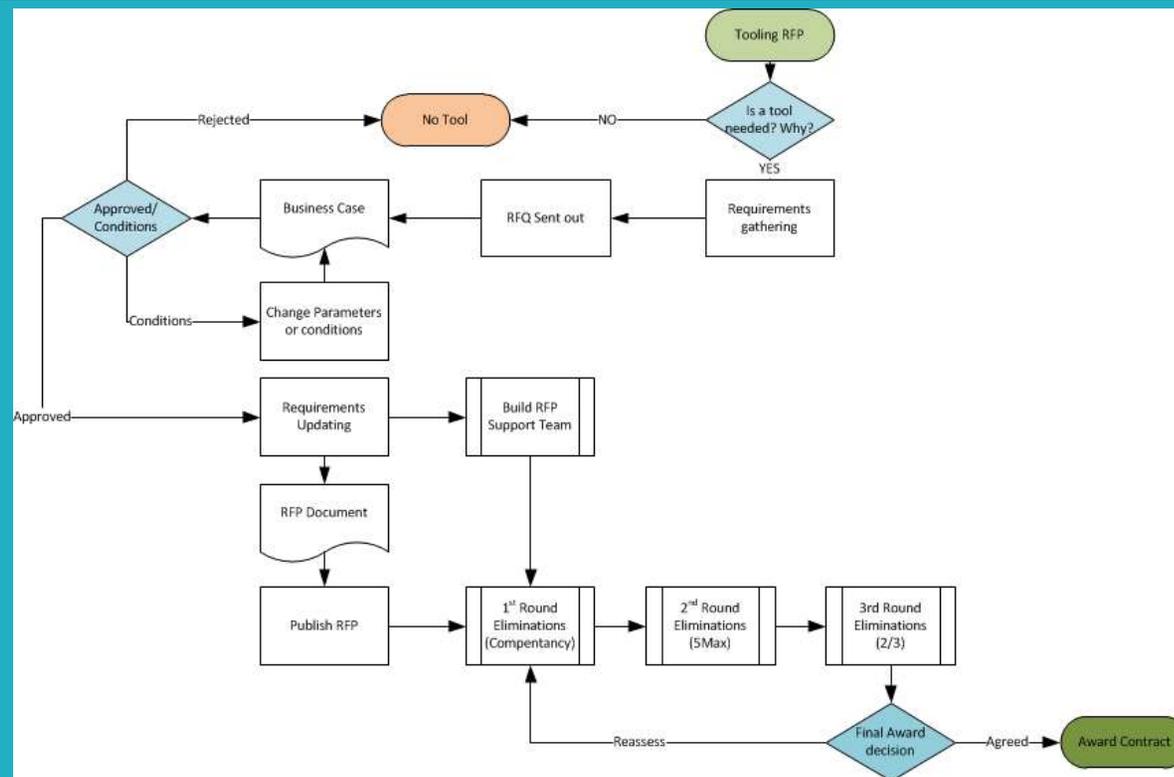
✗ Reinstatement costs are expensive



**Choosing your weapon!**  
**RFP for SAM tools discussion**

By: Danny Begg

# High Level RFP

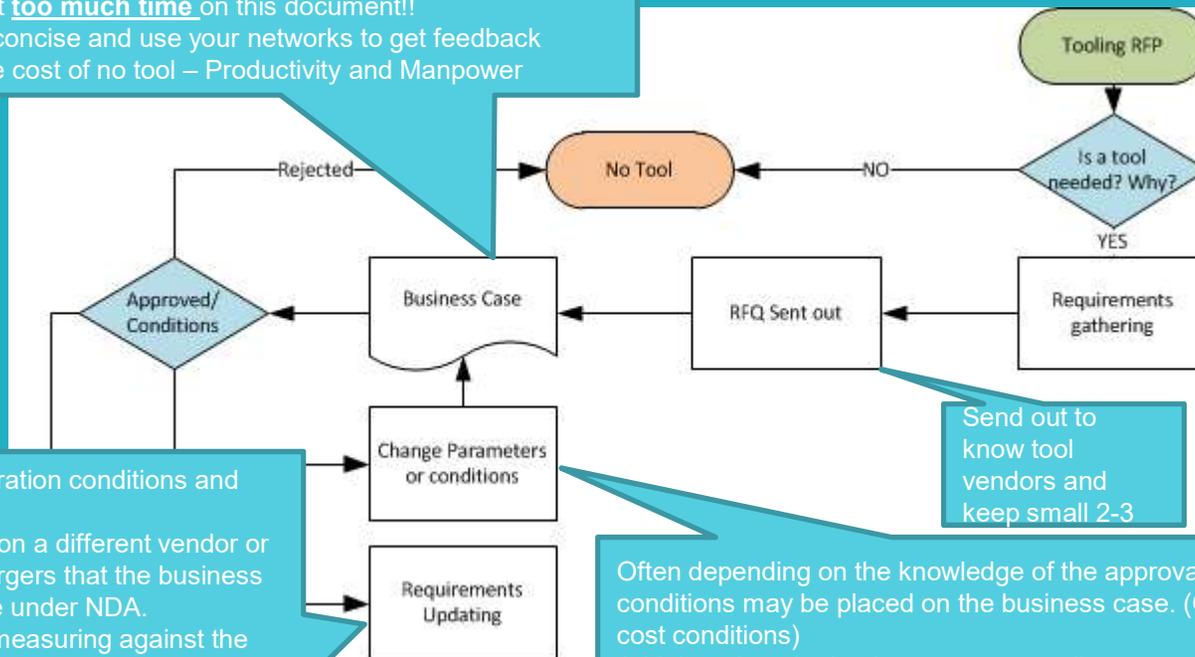


Presentation to Danny Begg - Argos



# RFP preparation

You cannot spend **too much time** on this document!!  
Kept it brief and concise and use your networks to get feedback  
Emphasis on true cost of no tool – Productivity and Manpower



Before going to Stakeholders build reasons for why you need a tool and with no tool how you would still achieve your goals

High level you need enough detail to get a ROM type price from the market for Stakeholders

Send out to know tool vendors and keep small 2-3

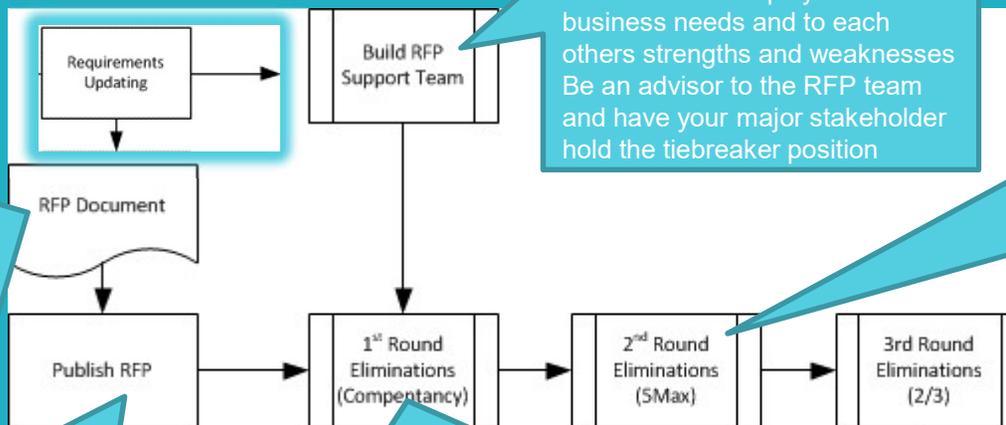
Update taking into consideration conditions and feedback.  
Often this can be focusing on a different vendor or a different strength like mergers that the business may be considering but are under NDA.  
Ensure that the metric for measuring against the Business case are in the requirements to ensure you can get sign-off on award.

Often depending on the knowledge of the approval board conditions may be placed on the business case. (Often cost conditions)  
Add them into the business case as well as ways of measurement so that the stakeholders can approve due to new business understanding

# RFP preparation

Don't over elaborate the RFP asking 50 concise and high value and answer constrained questions are better than 200 questions just because you want the RFP to look complex Ensure you have a robust scoring mechanism that is understood by the RFP support team

How you publish your RFP will depend on the time constraint you have and what your looking to achieve.  
Do you send it to 6 vendors you know?  
Do you give to a consultancy to run?  
Do you publish on social media to get the widest range of answers possible?



Recognise you are compromised Build a team that plays to the business needs and to each others strengths and weaknesses Be an advisor to the RFP team and have your major stakeholder hold the tiebreaker position

In the second round eliminations you have already whittled the responses by using the scoring criteria, so how do you eliminate in the second round. We gave data from our current SAM tool and our discovery tools (SCCM) and gave them 24hours to consume the data and replay it back. Seeing our own data is better than stock data from the vendor you see your own flaws and the vendors

You would normally eliminate to the last two vendors, but consider a third even if they didn't make it to the 2<sup>nd</sup> round as an outsider  
The third consideration should be something unique in the last round it lets you test the first two and get deeper into something potentially unique  
In the last round we gave supporting data and gave vendors 1 week to clean and present our data back with recommendations.

Use the scoring mechanism in order to make sure you have an audit trail  
Use additional criteria in order to test the vendors responses.  
Use questions to test the responses in order to make sure you get better answers.  
If answers come back ambiguous then reword and resend to avoid misunderstanding.



# Contacts

## Origina

Tomas O'Leary - +353 86 8103189 - [t.oleary@origina.com](mailto:t.oleary@origina.com)

## FisherITS

Eric Chiu - +44 75 4012 3970 - [echiu@fisherits.com](mailto:echiu@fisherits.com)

## Rimini Street

Andrew Holt - +44 78 5097 6082 - [AHolt@riministreet.com](mailto:AHolt@riministreet.com)

## Cortex Consulting

Barry Pilling - +44 78 1842 5905 - [Barry.Pilling@cortexconsulting.co.uk](mailto:Barry.Pilling@cortexconsulting.co.uk)

