

Property Services Group secures a strategic partner for a bright future

> ITSS Success Story

With over 25 years' experience and an extensive branch network throughout the south east of England, our client delivers high quality customer-focused property services.

Software development and support for both customer facing web sites and internal systems is a business critical function within the group . Our client has a fast moving business and it is continually implementing innovative ideas to provide better service for its customers and make the company operate more efficiently and effectively. Many of these ideas are enabled by bespoke software development.

Historically, the group had maintained an in-house capability with external contractor support but had found that staff turnover was an issue. The Board suspected that they were potentially exposing the business to unacceptable risk in the software solutions area.

The group decided to investigate the option of outsourcing their Software Development function and turned to IT Solutions and Services (ITSS) for assistance. ITSS provides Director Level strategic IT advisory and procurement services across the spectrum of IT solutions, technologies and support functions.

"The consultant from ITSS clearly understood the issues and risks that we were facing," said the Operations Director. "With his advice and guidance not only were we able to better understand our situation and the challenges that we faced, but we were much better able to appreciate the options open to us."



The group decided to seek proposals from suitable software development organisations for a fully outsourced Software Development and Support Service. On behalf of the group , ITSS therefore carried out a market review and detailed tendering exercise.

The Operations Director comments: "ITSS delivered a very strong shortlist of suppliers for our consideration, who had been clearly scored and assessed against selection criteria that had been agreed with us. The ITSS consultant's deep understanding of the area enabled him to clearly identify where the hard questions had to be asked and what assurances were required concerning service performance and cost.

"The outcome of the exercise is that we have selected a very professional Software Development company who is ideally placed to become a close, long term strategic partner for our business. I have no doubt that the better value that we obtained by engaging ITSS has, on its own, more than paid for their professional fees; but more importantly, the decision that they have helped us to make will significantly enhance our capability to innovate and will reduce risk in our business."

"ITSS clearly understood the issues and risks that we were facing"

"ITSS's expertise was essential in the process of identifying and selecting the right software development partner and securing best value"

Operations Director