

EUS & Workplace Benchmark and Tender Management

Digital Workplace Benchmark, Strategy Design and Tender Management

SECTOR

Energy & Utilities

COMPETENCIES



Digital Workplace



Tech Consulting



THE CHALLENGE

Define a comprehensive, specific and detailed picture of current **End User Support Services model and Digital Workplace architecture**, comparing them against Market best practices, prices and trends. Identify a roadmap to bring Customer to the next step empowering a Modern Digital Workplace to cover goals related to employees needs and services leveraging on apps, platforms, data.



OUR SOLUTION

Bip supported Customer in the definition, design and implementation of a new technological scenario of the Modern Digital Workplace through the following phases

- **Assessment of end user support model**, workplace architecture, cost model and employee experience
- **Benchmark of main trends and practices** on technological vendor, service providers and comparable companies
- **Global Tender strategy** (technologies, sourcing and service model) **and roadmap** for Workplace evolution
- **Drafting of Tender documentation** and management of the whole Bid process (Q&A phase, technical evaluation and awarding)



RESULTS

The main result is to have **accompanied the customer in a digital transformation** process by defining a new architecture and an innovative model of Modern Digital Workplace.

Secondly, the **customer was supported in a global bidding process** for the award of a new supplier able to guarantee the new services, the necessary support tools and the new organizational model defined.

BENEFIT



Assessment of current contract, cost model and employee experience



Benchmark of main trends and practices on technological vendor, service providers and comparable companies



Rational and structured vision of current assets and ongoing initiatives



Identification of **clear evolution guidelines** to enable improved internal operativity and new business opportunities



Identification of **employee requirements** and high-level use case design



Contact us

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