

# Our Services

## How can purrunna assist?

purrenna offers services which cover the entire sourcing lifecycle from scoping services to be tendered, selecting IT suppliers, negotiating contracts to managing delivery to contract. We also offer services where some or all of the IT service is supplied in house often based around opportunity assessment, performance enhancement or delivery management. The nature of the service we deliver will always be driven by your agreed unique goals, objectives and delivery requirements.

## IT Delivery Strategy Advice

- Development of IT sourcing strategies
- Analysis of IT issues and opportunities to identify optimum solutions

## Programme Delivery

- Programme Management
- Fulfilling specific Business or IT expertise shortfalls

## IT Supplier Selection and Management

- Evaluation and negotiation of business/IT sourcing changes (outsource, in-source, change of supplier)
- Scoping and preparation of RFPs
- Evaluation of RFP responses
- Preparation of IT negotiation strategies
- Negotiation of supplier contacts
- Development and review of IT contracts
- Supplier governance definition and management
- Assistance with supplier issues and dispute resolution processes
- Performance of due diligence reviews and supplier compliance audits

## IT Service Scoping and Performance Management

- Scoping and development of IT service catalogues and SLAs
- ITIL Service Management review and framework implementation
- Analysis and improvement of supplier or in-house IT performance
- IT Supplier and service benchmarking