



CONSULTING FRAMEWORK

CONSULTING FRAMEWORK CASE STUDY

CUSTOMER: COMMUNICATION AUTHORITY
INDUSTRY: TELCO
LOCATION: GULF
COMPANY SIZE: MEDUIM





CONSULTING FRAMEWORK

OVERVIEW

Consulting Framework service to assist the customer to formulate architectural blueprint, evaluate the bidder's response, and oversee the deployment.

CUSTOMER OVERVIEW

Our customer is the official communication authority in one of the Gulf countries. Their responsibilities include regulating Internet services, providing legal framework for communication sector, create an appropriate atmosphere to encourage fair competition, in addition to other ICT services.



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THE CHALLENGE

Our customer has taken an initiative to study their current disaster recovery KPIs to identify the areas for improvements that need to be addressed to enhance their business continuity measures. The customer was looking for a Consulting Firm that can be a positive contributor to the journey.

The consulting firm should be covering the many underlying technologies related to the business continuity domains such as applications, computing, security, and networking.

A main challenge for the customer was that the engagement timeframe is not clear, and it may be long-term. Therefore, the customer needs to engage a consulting firm for an extended period, yet in a flexible engagement with efficient pricing.



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HOW OUR CONSULTING FRAMEWORK HELPED?

Our Consulting Framework is a subscription-based service across different technology stacks in a flexible and cost-effective manner. In this engagement, we have worked with the customer to select the service components that match their specific business context and we have assembled them into a framework agreement.

This model provided the customer with the needed flexibility to support their business initiatives while optimizing the cost.



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HOW OUR CONSULTING FRAMEWORK HELPED?

Part of the Consulting Framework included an Architecture Service Module, which has been used to translate the business requirements into an architectural blueprint that drives the subsequent technology initiatives. The Architecture Module also cares about integration aspects across the different solutions components to assure a successful landing.

Business Continuity was an important module of the Consulting Framework. We have worked with the customer to conduct a comprehensive study of the current disaster recovery capabilities across applications and infrastructure layers to identify the areas for improvement.



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HOW OUR CONSULTING FRAMEWORK HELPED?

Our customer has asked to add the Bidders Evaluation module to the Consulting Framework, in which we have worked with the customer evaluate the bidders' responses via pre-defined comprehensive criteria.

Drill test study was a key aspect to ensure that the target architecture can provide high resilience standards. Therefore, another part of the Consulting Framework included Field Services module that the customer has used to conduct these drill tests and report the results.



CONSULTING FRAMEWORK

Your take-aways

- Subscription-based access to high end consulting services.
- Trusted expertise that moves your business forward.
- Build your own framework that matches your own specific needs.