

IT Infrastructure Outsourcing



Client Profile



PT XL Axiata Tbk (XL), formerly PT Excelcomindo Pratama Tbk, is regarded as one of Indonesia's premier cellular mobile Data and Telephony service providers. They provide a wide range of customer retail services and business solutions. Their coverage area includes Java, Bali, and Lombok as well as the principal cities in and around Sumatra, Kalimantan and Sulawesi.

Client Situation

XL had embarked on a multi-year IT Transition & Transformation plan to improve overall quality and capability of its IT function, and to position itself for later implementation of full enterprise end-to-end service management.

Key to this plan was the immediate outsourcing of XL's IT infrastructure as part of a general move to wider reliance on managed services. A vendor needed to be chosen, the legacy XL IT organization restructured and aligned to function in a multi-vendor managed services environment, and importantly, the transition to the future mode of operation had to be carefully planned and project managed.

XL had already engaged a team to conduct an RFP to select the most suitable vendor and was involved in discussions with the shortlisted vendors. However, XL's commercial and technical requirements were still evolving, the vendor selection tender was revised several times, and the timeline was fluid and under threat.

Detecon was initially asked to provide assistance in the SLA review & definition, contract & governance review and risk assessment as well as the post implementation SLA reviews.

Our Response

After engaging, XL soon recognized Detecon's professionalism and capability, and the benefits of working with a consulting team that has deep

Detecon Asia-Pacific Ltd. is a subsidiary of Detecon International, one of the world's leading consultancies in the field of ICT and management consultancy. Today, Detecon International, which is headquartered in Germany, has a workforce of more than 1000 staff in 15 locations worldwide. Detecon Asia-Pacific Ltd. has been operating in the Asian market since 1985 and has established itself as an inherent part of the Asian ICT-industry by delivering projects to companies representing all areas of ICT.

Why Detecon?

XL chose Detecon to lead their initiative to outsource IT infrastructure to a managed services vendor because of our excellent reputation in the managed services domain with the client and the offered team of dedicated managed services experts.

experience and proven delivery in this field. Detecon was immediately asked to take on full responsibility for the end-to-end development and issue of the RFP, to evaluate responses and assist in selecting a preferred vendor.

Detecon successfully finalized all requirements and worked with XL management to develop an effective commercial and operational model tailored for XL's needs. After implementing an accelerated RFP schedule with vendors, an urgent last-minute strategic change arose requiring a full and fundamental re-write of the RFP and reopening of negotiations with all prospective vendors. Despite the fundamental changes, the RFP was successfully developed and issued within the revised aggressive schedule.

Our consultants worked closely with all vendors to ensure a rapid turnaround of their proposals and led the process to evaluate the submissions using Detecon-developed evaluation tools and templates. Detecon supported XL during the negotiation of the final contract and assisted the successful vendor in establishing the operational relationship.

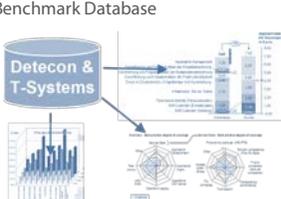
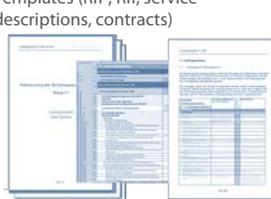
Detecon continued to provide professional Project Management support to manage the transition to operations and to assist in designing and implementing the future-state IT organization needed to interface with the new managed services vendor.

Client Benefits

XL began the process of outsourcing their IT infrastructure with very aggressive timelines, a fluid commercial environment, often conflicting requirements, and an organization undergoing fundamental changes.

After engaging Detecon, XL was able to achieve the development of an effective operating model, successful selection of a managed services vendor, and outsourcing of their IT infrastructure through a controlled and structured process and to meet all their commercial and operational requirements.

Managed Services high quality methods and tools

<p>Benchmark Database</p> 	<p>Sourcing Strategy Methodology / make or buy</p> 	<p>Templates (RFP, RfI, service descriptions, contracts)</p> 	<p>Supplier Selection Matrix</p> 
<p>SLA & penalty models</p> 	<p>Contract review (gap analysis)</p> 	<p>Due Diligence Framework</p> 	<p>Transition & Transformation Framework</p> 