

## The Grosvenor approach to Outsourcing

At Grosvenor, our aim is to help our clients balance the relationship between themselves and service suppliers.

Suppliers – whether they provide products like hardware or software, are IT or business process outsourcers, Cloud vendors, or large firms of consultants – are extremely experienced in sales techniques and contract negotiations. Their large margins enable them to put together dedicated, well orchestrated and specialist teams, and they can also draw on expertise from around their organisations and executive teams.

On the other hand, their customers often rely on an ad hoc team – made up of people who have other responsibilities in the business, and who have never before been involved in such transactions – to make crucial decisions.

Sometimes, these teams are more focused on securing the goods or getting the services underway than whether they will provide the best value for money over the longer term.

So, how does Grosvenor help our clients to overcome such discrepancies and secure the negotiating advantage?

The view from the inside

First, all Grosvenor consultants have previously worked in multiple sales roles for suppliers. They have masterminded sales campaigns, built deals and negotiated every word of such contracts. What's more, they understand how the deals work, and how suppliers can improve their margins from them.

Supporting your team

Our consultants have gained this expertise by being actively involved in a huge variety of deals through each stage of the outsourcing life cycle.

For more than twenty years, Grosvenor consultants have guided their clients' business, technical, procurement, finance, HR, legal and other specialists, and executive teams through this process.

Customer focus

Of course, Grosvenor is itself a supplier to its clients. Why are we different?

Independence. We provide only consultancy services and are wholly owned by our partners. We have no arrangements with any suppliers, do not work for them and receive no payments from them.

Objectivity. Unlike other consultancies, we have never written a white paper for a supplier. We maintain no rated supplier lists or graphics, and treat every supplier on its merits in each transaction. As a result, we are not prejudiced for or against any big names or newcomers. Instead, we look at what suppliers offer from the perspective of what our clients need and what others have experienced.

Flexibility. Most work is undertaken on the basis of an hourly rate, and clients make no minimum commitment. Clients can discontinue Grosvenor's involvement at any time, with no notice. Weekly timesheets are provided that state, down to the half hour, who did what on which days, making it much easier for clients to assess spend rate and value.

Occasionally, Grosvenor undertakes work on a fixed-price basis, usually when a new client is concerned about containing costs. Only rarely will we work on a percentage saving basis, because suppliers' costs and quality of service are so closely intertwined that reducing the former is very likely to reduce the latter!

Transparency. As a Grosvenor client, you are charged only for the help you seek. Unlike many larger consultancies, Grosvenor does not have hordes of consultants or a raft of juniors that are kept busy at clients' expense. If we choose to bring more than one consultant to a meeting, clients only pay for one. However, we also operate shadowing, at no extra cost, so that there is always informed help at hand during peak periods in a project.

Co-operation. Grosvenor has worked with a number of professional bodies including: IMIS on gaining business value from IT; ISACA/ITGI on executive guidance on investments in business change; ICAEW on business cases for IT investments and IT budgeting; and the BCS on real-life Cloud experiences.

Innovation. Grosvenor has developed ITEconomics™ to help clients better understand, and put into context, the underlying economics of IT expenditures, outsourcing and shared services. For more information, see [www.grosvenorconsultancy.com](http://www.grosvenorconsultancy.com).

Find out more

If you would like to know more about us, and some of the companies with whom we've worked, please see our website at [www.grosvenorconsultancy.com](http://www.grosvenorconsultancy.com).

We can also provide targeted papers on a range of subjects, including:

- Strategy
- Testing the market
- Tendering
- Contracting
- Running services
- Renegotiating
- Retendering
- Insourcing
- Shared services and value management

To request any of these, or to discuss your specific needs please contact:

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