

What Are The Steps Of The Evaluation Process?

A thorough evaluation process helps you and the 3PSS vendor assess your support needs and align your future support costs to the value you'll receive.

Third-party support assesses your historical support cases, validates your licenses, and evaluates your current usage to estimate your ongoing annual maintenance costs and needs.

Our evaluation-to-transition process generally follows the seven steps below. The length of this process can vary from organization to organization, and some steps may also overlap, shortening the overall length.





VALIDATE

Typical Duration: 1 week

Purpose: Before we dive into the details, we want to ensure we're a good fit for you by reviewing our agreement and asking high-level questions such as, "What kinds of issues are you facing?" and "Can we properly support your unique product set?"



DISCOVERY

Typical Duration: 1 – 3 week

Purpose: Both parties then sign a mutual non-disclosure agreement (NDA) and begin the Discovery process, which generally includes:

- Product inventory/spend analysis
- Unused software vs. Product-in-use analysis
- Common license set/support-level assessment
- Ticket history analysis from the previous two to three years (types, priority level, etc.)
- Global tax and regulatory needs assessment
- Global support team/language needs assessment
- Support-lifecycle-plan assessment (divestitures, product retirement schedule, etc.)



SCOPE

Typical Duration: 1 – 2 weeks

Purpose: We can assess your software-support needs upon gathering your information and data. Ideally, we'll continue to work closely with you to align results with your staff's capabilities and your IT roadmap and strategy.



PROPOSE

Typical Duration: 1 – 2 weeks

Purpose: Now we can start assessing proper pricing, plus terms and conditions, aligning services to your specific needs. By the end of this stage, we'll have a formal proposal, our pricing, a draft of our Master Services Agreement (MSA), and a draft of our Statement of Work (SOW).

As mentioned earlier, when it comes to pricing, the starting point for third-party software support is 50% – 62% of a customer's current publisher-support spend. This is rationalized further for unused software (or "shelfware") and unused licenses.

**PROVE**

Typical Duration: 3 – 6 weeks

Purpose: It's time to clarify the solution and support model you need and assemble the necessary details for your contract. We may have to dive deeper into your security, risk profiles, and tax and regulatory compliance. You may also ask for references and speak with other current 3PSS customers with similar systems and needs.

**CONTRACT**

Typical Duration: 2 – 3 week

Purpose: Next, we'll go over your contract and the execution of our MSA and SOW. You should expect flexibility that aligns with your product landscape and business needs. If you don't already have an agreement you'd like to use, third-party support providers have a Master Agreement that we work under, and we'll create a mutually accepted SOW with a tightly defined scope (defined by SLAs). Our flexible business terms include the number of years for the contract and allowances for changes in business conditions (e.g., spin-offs and divestitures, employee or site reductions, product decommissioning, and product additions). We recommend you sign our contract with enough time to archive before your publisher contract expires.

**ON BOARD**

Typical Duration: 3 – 12 weeks

Purpose: Now we start transitioning to third-party support, which includes assigning you a support team, holding a formal kick-off meeting, creating an archive, and transferring and transitioning knowledge from software publisher support.

