



CASE STUDY : SCHNEIDER ELECTRIC NORTH AMERICA (SENA)

[BACKGROUND]

- ▶ Schneider Electric is global leader in electrical industry specializing in power and controls. Their current outsourcing engagement was nearing its completion.
- ▶ SENA intended to maximize its return of value on IT investment by
 - Improving performance of incumbent vendor
 - Exploring opportunity to transition application development and support to new vendor
- ▶ The focus was on ongoing improvement in performance, value, flexibility and customer satisfaction while maintaining business process integrity.

[CLIENT SPEAK]

“ The Vendor selection process was critical in helping me organize, quantify and present my unique vendor qualifications. It forced me to discover the business value of each vendor by focusing on the measurable deliverables.

Systems Plus Solutions drove and connected what each vendor did well to the overall solution of the selection process.”

Ray Geier
IT Director - Schneider Electric North America