

Strategic Sourcing of Complex Solutions Delivers Class Leading Customer Service

Challenges	Solutions	Results
<ul style="list-style-type: none">• Purchase of new asset fleet required complex negotiations with multiple international component Suppliers• Tight timeframes• Changing Customer specifications• New technology driving untried performance & asset management models	<ul style="list-style-type: none">• Review of lessons learned in previous engagements• Study of market leading practises• Confirmation of Customer performance requirements aligned with technical performance specs• Extensive consultation and negotiations with all stakeholders• Alignment with overall Project Management to ensure schedule was met	<ul style="list-style-type: none">• Customer successfully launched new product• New technologies now contributing to leading edge Customer service levels• Performance compliance on target 