

Little brooks make great rivers



Within the STIB organization, the management rules of engagement are pragmatic.

Marc Lepomme, Specific Project Manager (STIB) explains: “We don’t build castles in the sky. Nowadays, critical global projects are challenging, especially in this never ending changing world of technology and our users’ needs. Therefore, we work by identified projects, small accumulated projects leading naturally to big achievements. We equally work in pairs with identified tasks : each project is handled by a specialized purchase manager and a technical manager working together as one, in order to achieve the results.”

At a certain point in time, the STIB IT organization was in need of a lot of new servers. Marc Lepomme teamed up with Francis Van Peborgh, Strategic ICT Purchase Manager and identified all the necessary tasks and actions to be taken in order to lead the way in this project. The aim was to find a quality service provider able to execute the provisioning of Server Hardware Infrastructure (Rackmount High-End Servers and Blade Infrastructure) while literally complying with a very complex and technical public Request For Proposal (RFP) and meeting the budgetary expectations.

Francis Van Peborgh: “Sticking to our open market policy, we made contact with nine potential suppliers. After having compared the different responses to the RFP, we exposed the detailed technical specifications in order to allow the potential service provider to adapt their tenders. It was a long process, but the game was worth the candle”.

The STIB organization finally choose a frame work agreement with UpFront backed up by IBM in order to deliver about 160 server hardware infrastructure during a period of three years.

When all the lights are blue

The public tender stated several severe selection criteria such as the total



investment price as well as the different additional service fees for configuration, quality control, maintenance, consumption and calorific emission. A compatible and consistent solution with the existing IBM infrastructure was mandatory.

Marc Lepomme: “The most convincing supplier was the team UpFront-IBM. Thanks to its direct and exclusive relation with Big Blue, UpFront obtained the highest technical and commercial support. Its tender provides a buffer stock allowing deliveries within five open days. We already had in-depth experience with the level of UpFront’s services in terms of quality control, configuration and delivery. All the lights were green – or should I say blue – to move forward with this dynamic duo”.

Several factors led to a decrease of more than 40% in the total investment fee of the servers such as the reduction of the technology costs. The STIB’s technique of negotiation together with the desire of UpFront and IBM to maintain their position after a long period of successful collaboration, clearly shows a win-win situation for all parties with excellent project management result. ■



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