

MPS Technology Selection

About the client

MPS (Medical Protection Society) are the world's leading member-owned, not-for-profit protection organisation for doctors, dentists, and healthcare professionals.

Their vision is to provide the most expert, trusted and valued protection, to enable members around the world to deliver healthcare.

Key metrics

Founded in 1892

300,000 members

1,000+ employees

Serving multiple international geographies

6 brands

Altus have been a highly valued partner of MPS, helping us on our transformation journey. They invested time to really understand our business and worked collaboratively to deliver outputs that were bespoke to our unique requirements. They have taken a collaborative and flexible approach, and we have found their contribution to be good value for money.

Jonathan Vardon

Chief Digital & Information Officer

Scenario

MPS are embarking on a transformation journey to modernise their IT estate, providing an omni-channel, digital first proposition to their members, across the world.

To make this ambition a reality, MPS needed to select a collection of technology components, which together deliver this market leading capability.

Altus Consulting Engagement

MPS engaged Altus to help define the technology transformation roadmap and to carry out a technology selection exercise, across a series of IT components. Working in partnership throughout the engagement, Altus:

- Documented the target state architecture and transition states
- Elicited functional, non-functional & RFP requirements for each technology vendor
- Compiled a 'vendor information pack', held introductory calls and facilitated vendor questions
- Reviewed & scored vendor submissions
- Facilitated vendor demos
- Produced a final report & recommendation for each technology component
- Presented findings to key MPS stakeholders & governance forums

Understanding the business

Altus worked in partnership with MPS stakeholders, using our business & technical frameworks to understand the business, operating model, proposition and future aspirations. This enabled us to design a selection process that tested prospective vendors on the requirements that make MPS unique as well as ensuring that any selection meets the aspiration of the MPS strategy.

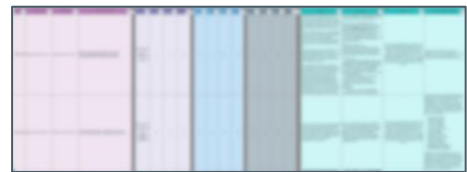
We also compiled a 'vendor information pack' and held introductory discovery calls with prospective vendors to explain MPS' business, its transformation objectives and the key considerations of the selection process to ensure responses were focussed on MPS' core requirements.



Running the selection

Altus follow a tried and tested structured approach to the selection process which can be scaled according to client needs and budgets. Drawing upon our knowledge base & consultant experience, we help clients identify a long list of potential vendors and our large question bank ensures we can expedite the requirements phase to reduce the impact on BAU teams.

Working with procurement we ensure the process is completed under strict parameters to ensure fairness & transparency. Vendor responses are then scored against a consistent methodology and a separate cost model is created to determine 5 year run costs.



Selecting the right partner

Selecting the right partner is more than just choosing a vendor with the highest score. Altus facilitate vendor demo(s) so that the capability of the solution can really be tested to ensure it meets the need of a client, as well giving both parties the opportunity to gain a feel for cultural fit.

We typically ask vendors to demonstrate how non-standard workflows / requirements could be handled, ensuring that we know the limitations of any solution prior to purchase.

As well as creating a comprehensive report and sharing all collateral with the client, we also undertake playbacks with required governance forums / stakeholders to get wider stakeholder buy-in, from across the business.



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Altus's structured, comprehensive, technology selection method, coupled with their FS industry specific knowledge, gave us confidence that the choices they recommended will meet our strategic needs now and well into the future. The MPS team really felt that Altus were working to deliver the best outcomes for MPS, not to deliver a generic recommendation. We would welcome the opportunity to work with the team again.

Paul Ash, Head of Architecture & Engineering