Collaborative Services Delivery:
A Customer-centric Approach to Ensuring Business Solutions Implementation Success

BUSINESS CHALLENGE

The highly fragmented nature of the enterprise, operational, and automation technology landscape creates a situation where no single vendor can provide the breadth and depth of solutions required to address every end-to-end process, industry requirement, or niche need. As a result, the customer must bear the burden of coordinating a myriad of technology and services providers who hand-off the project at various stages of the lifecycle from design to build and finally the operational phase with little to no continuity. Despite having chosen the best technologies for the business operation, organizations face a far greater risk to project success from not having a seamlessly coordinated program that can assemble the solution in a way that best meets the business requirements as well as address the people and change management issues in a timely and cost-effective manner.

THE INVENSYS SOLUTION

Invensys Operations Management’s Collaborative Services Delivery (CSD) is an innovative collaboration framework that goes well beyond the traditional outsourcing model. Think of it as a partnering approach that ensures the right talent from the right solution providers at the right locations are working on the project without having to sacrifice a single point of accountability. Since CSD puts the customer at the center of this framework, it gives them maximum visibility and control over the project objectives of maximizing value, minimizing time-to-value, cost, and risk.

The four key enablers of the Collaborative Services Delivery framework are:

1. The Delivery Ecosystem: The Collaboration Services Delivery model leverages Invensys Delivery and Consulting Services plus one of the largest partner ecosystems. Comprised of more than 3,000 suppliers, distributors, OEMs/VARs, systems integrators, consulting firms and solution providers, this Ecosystem is one of the largest and most vibrant value-added networks in the industry.

2. The InFusion Enterprise Control System Integration platform: Invensys’ open technology platform, InFusion, provides the integration capability to connect the different devices and applications to create the real-time foundation.
3. **The Collaborative Project Methodology:** The methodology is instrumental in qualifying and selecting the right partner teams as well as harmonizing their different delivery models to ensure everyone is communicating via a standard set of project management protocols that leverage best practices, tools, and templates.

4. **The Project Management Platform:** The project management platform is a powerful workflow-based system that ensures compliance with the agreed-upon methodology and processes while giving the client visibility into the program activities.

**IS COLLABORATIVE SERVICES DELIVERY RIGHT FOR YOUR PROJECT?**

While the CSD approach can be applied to a wide variety of projects, it is best suited for the following situations:

**Business / Process Transformation**
- When the project involves business transformation to new processes and capabilities
- When it requires expertise across different functional areas such as finance, operations, and engineering domains
- When the process requires real-time synchronization between the enterprise and the plant floor environments

**Global Structure / Scalability**
- When the expertise is fragmented across multiple vendors, sites or geographies
- When the vendors bring multiple delivery methodologies that present coordination challenges
- When the goal is to implement standardized processes, policies, and technology platforms

Many of the above characteristics are typical of large-scale, complex transformation efforts that require experienced program and project management capabilities in order to deliver on-time, under budget, and with the least amount of risk.

**WHO TAKES THE LEAD?**

The Collaborative Services Delivery model is truly customer-centric in the sense that it ultimately lets the customer choose who is most qualified to take the lead role of orchestrating the program. The three following cases / examples apply:

- **Invensys (Lead) → Partners:** When the domain expertise from the technology solutions provider is seen as playing a central or catalytic role in achieving the project objectives, then it may make sense for Invensys to take the lead as the Single Point of Accountability.
- **Partner (Lead) → Invensys:** When a partner leads an enterprise-wide (e.g., supply chain) business transformation, or a geographically distributed project addressing various languages and cultures, and uses Invensys as a sub-contractor to address the manufacturing aspects and technology expertise requirements and associated best practices.
- **Partner (Lead) → Partners:** In this case, it may be that Invensys is solely a supplier of technology and all the services are delivered by the ecosystem.

Regardless of who takes the lead, the common thread in each of the above cases is the use of the Collaborative Project Methodology and its enforcement via the Project Management platform because it is the system that helps institutionalize the Collaborative Services Delivery framework.

**LEARN MORE**

To learn more about Invensys Operations Management’s Collaborative Services Delivery, visit: [iom.invensys.com](http://iom.invensys.com).