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RAL German Institute for Quality Assurance and Certification e. V. (RAL)

Redesign of the IT service provider landscape and service provider selection

» Together with the FIR, we were able, by means of a systematic selection, to identify the suitable service provider for our house. «

Rüdiger Wollmann, Managing Director,
RAL German Institute for Quality Assurance and Labelling e. V. (RAL)

Initial situation

With a digitalized working environment for its employees, RAL is creating the conditions for handling processes efficiently and in a customer-oriented manner, as well as interacting digitally with customers. In the past, RAL obtained all the services required for this from external IT service providers. This should also be maintained in the future. In order to meet the increasing requirements of customers and RAL decided to

redesign the IT service provider landscape in order to meet the requirements of its employees and to support this optimally through technical possibilities.

The RAL management commissioned the FIR to design the IT service provider landscape and then to independently organize and carry out the necessary IT service provider selection.



RAL German Institute for Quality Assurance and Certification e. V. (RAL)

Branch:	Service
Products:	Blue Angel, EU Ecolable, Stiftungwarentest, Green Button, RAL colors and RAL color fan
Turnover:	no information
Employees:	approx. 70 (2022)
Location:	Bonn

Focal points in the project

The IT service provider was selected using the FIR's participatory consultation approach, in which RAL's management and employees worked closely with the FIR project team in workshops. With the joint development of the new IT service provider concept, RAL ensured that the results could be carried into the company by the employees involved.

Since the project team had already analyzed the status quo of the IT service provider landscape at an earlier stage, the project team now focused on redesigning the service provider landscape and, in the next step, held talks with potential service partners in order to subsequently select the appropriate service provider.

Procedure and results

The project started with the creation of a specification sheet containing all IT services required by RAL that are to be covered by the future IT service provider landscape. The FIR project team then identified various regional and supraregional IT service providers and compiled a comprehensive overview of their offerings. The IT service providers that met RAL's selection criteria were approached with the specifications in order to invite the most suitable ones to independent selection interviews. These took place both on-site and remotely. After a second round of interviews, the FIR project team accompanied RAL from the decision for the new IT service providers to the conclusion of the contract.

Project results at a glance:

- Target image for the IT service provider landscape envisioned for the future
- Specifications with required services and services to be provided
- Overview of the range of services offered by various regional and national service providers
- Structured and independent service provider interviews
- Ranking of the interviewed service providers
- Successful contracting with new, suitable service providers

