



isolutions

EXPERT- suisse

«By working with isolutions, EXPERTsuisse could be sure in the evaluation process that the vendor selection could be carried out through sound knowledge and always focused on the interest of the complete association.»

Luzia Hafen, Ressortleitung Business Transformation, MdGL

EXPERTsuisse is the expert association for auditing, tax and fiduciary services in Switzerland. The association has over 10'000 natural persons from the fields of auditing and business and tax consulting. In addition to the large auditing firms, its members include around 800 medium-sized and smaller fiduciary companies.

Together with EXPERTsuisse, isolutions develops their requirements for a new member and education management tool. isolutions supports the process and provides project management to accompany the stakeholders and ensure success.

Initial situation

The existing IT architecture does not provide a sufficient basis to adequately map EXPERTsuisse's processes. In addition, two core systems are end of support. The aim is to completely overhaul the IT architecture by 2025.

For the evaluation of the future target system, a partner was sought who is able to structure and document the status quo so that the resulting requirements could also be derived from the technical side and the appropriate solution partner could be evaluated.

Solution

Together with EXPERTsuisse, isolutions worked out the requirements of the association in the area of member administration as well as the requirements for education administration. For this purpose, a company-wide survey was first launched. Subsequently, the findings identified from the survey and existing documents were verified and deepened through individual interviews in the respective areas and locations. The resulting information was further processed and prioritized in workshops with the client's core team. The evaluation procedure was developed by isolutions and coordinated with the customer so that the vendors selected via the RFP could submit comparable offers. isolutions supported the customer with a challenging team of experts in the evaluation of the offers and the subsequent vendor presentations. Thus, technical criteria regarding stability and innovative strength of the vendor solutions could be examined and taken into account by EXPERTsuisse in the further evaluation process.

Using a multi-stage evaluation matrix, two potential providers were selected step by step for a PoC phase. During this paid PoC phase, which lasted several months, the cooperation and cultural fit between the provider and EXPERTsuisse were examined in addition to the use cases to be developed. In addition, the providers were able to gather further information for the final preparation of the offer during this time.

For the execution of the evaluation, a project manager was provided by isolutions, who supervised the stakeholders and thus ensured the success of the PoC phase.

The right partner could be found for EXPERTsuisse. In the future, employees will benefit from new functionalities and higher usability, while dialog partners will benefit from a modern information offering with numerous self-service functionalities.

Benefit

- Elicit the requirements and information preparation for a neutral provider selection with multiple decision dimensions (technical, project approach, consulting, cultural).
- Accompaniment and management of the client's stakeholders and requirements with focus on the important as well as desired aspects in the evaluation phase.
- Neutral technical competence by isolutions, which ensures the evaluation process also in terms of feasibility.



selection of suitable partner for replacement of previous core systems

>400

requirements of CRM, ERP, course and member management met

7

evaluation levels until the final decision

Partner profile

#weshapethefuture

Founded in the civil defense cellar by three visionaries from the Bernese Oberland, isolutions has been accompanying companies into the digital future since 1999 as the largest dedicated Microsoft one-stop-shop in Switzerland. We integrate Microsoft services in a way, that adds value and has a positive change in the corporate culture.

Supported by over 200 passionate minds consisting of business and technical consultants, change makers as well as software developers, architects and cloud natives, we are driven to peak performance by our customers and their challenges. Together with customers from different industries, we build the bridge to the tech giant Microsoft. All with one goal: To create the best employee and customer experience in order to achieve competitive advantages.

Customers love our inspiring corporate culture, which is contagious. It successfully supports and overcomes organizational or technological challenges. Together with them, we shape the future of teams, products, companies and entire industries.

Locations

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