

Major New Zealand infrastructure business conducts sourcing strategy

A major New Zealand infrastructure business had reservations about whether existing outsourcing arrangements would continue to optimally serve its needs – like many other utilities, the business was exposed to ageing and deteriorating assets, and a shrinking workforce, yet these were not directly managed by business. As a result, the business was considering sourcing options for the provision of field services.

A shortlist of sourcing options was developed and tested based on an assessment of costs and benefits and a qualitative assessment of other factors including organisational implications, allocation of key risks, and likely impact on service levels.

The recommendations provided cost savings to the business, enhancements to asset and risk management, recruitment and retention of key resources, and improvements to service levels. The business received a practical implementation plan covering the organisational, people and systems requirements to support the recommended sourcing strategy.

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