



IT Consulting - Outsourcing Project

L'Oréal

AGENDA

01

Company
Overview &
IT Landscape

02

Outsourcing
Decision &
Drivers

03

SWOT
Analysis

04

RFP &
Vendor
Evaluation

05

Bid Strategy
& Solution
Planning

06

Cost
Estimation &
Financial Gains

07

Transition,
Transformation,
& Steady State

08

Governance

OUR COMPANY



- World leader in beauty & cosmetics
- Founded in 1909, headquartered in France
- Operating in 150+ countries
- 36 international brands

Core Business Processes & IT Support

Processes



Research &
Development



Manufacturing



Marketing



Retail

IT Backbone



SAP - ERP



AI Analytics



IOT Solutions



CRM & AR

Non-Core Business Processes & IT Support

Processes



HR



Finance



IT Helpdesk



Cybersecurity



Workday HRMS



ServiceNow



SAP Finance



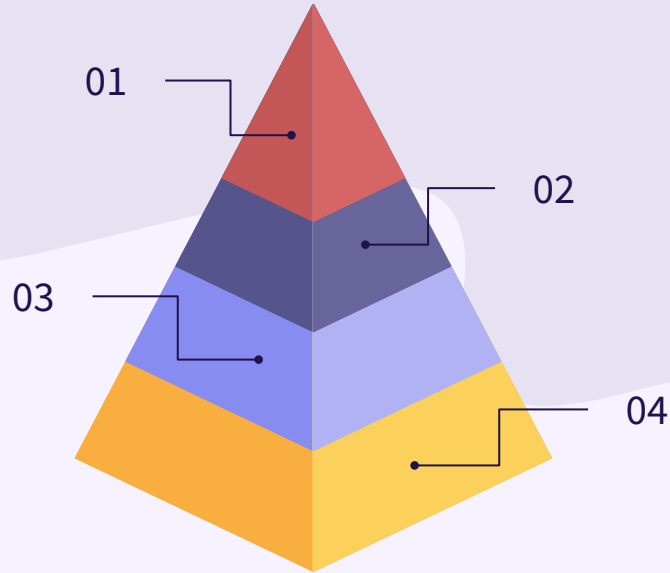
AI Threat Detection

Outsourcing Decision – Focus on IT Helpdesk

- Service: IT Helpdesk Support (Levels 1-4)
- Affected Area: Global IT Support & Incident Management



OUTSOURCING DRIVERS & BUSINESS GOALS



- 1 Cost Reduction
- 2 24/7 Service Availability
- 3 Improved Service Quality
- 4 Focus on Core Business

OUTSOURCING APPROACH & RISKS

APPROACH

- Hybrid Nearshore & Offshore
- Managed Service Model with SLAs



RISKS

- Loss of Direct Control
- Quality & Integration Challenges
- Security & Compliance Issues



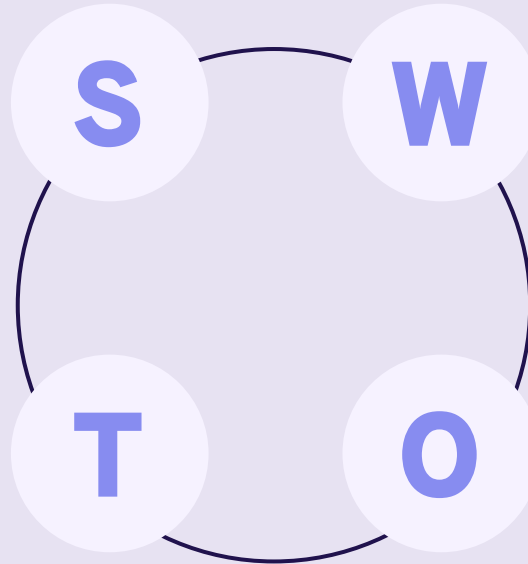
SWOT ANALYSIS

STRENGTHS

- Cost efficiency
- 24/7 support
- Advanced tech

THREATS

- Security risks
- Market volatility
- Transition disruptions



WEAKNESSES

- Reduced oversight^S
- Integration issues

OPPORTUNITIES

- Process innovation^S
- Strategic partnerships

RFP - Scope and Requirements



Provided IT Help desk support for L'Oréal global offices for 3 years.



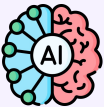
Level 1 to 4 IT Help desk tickets.



Support Services should be 24/7.



Multilingual IT Support (English, French, German, Spanish and Chinese).



Develop , integrate and maintain Automated AI IT support service

RFP PROCESS

Down-Selection Process:



Initial Evaluation

- Proposal Review
- Scoring System
- Weighted Scores
- Top 3-5 Vendors

In-Depth Assessment

- Live Demos
- Reference Checks
- On-Site Visits

Due Diligence Check

- Financial Stability
- Compliance & Legal Risks
- Technical Validation

BID STRATEGY

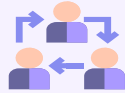
Key challenges:

- Cost,
- 24/7 support,
- AI integration
- Seamless transition

Deep industry and operational insight required



WINNING BID STRATEGY



Differentiators

- AI-powered chatbots
- Self-service portal
- Scalable workforce mode



Pricing

- Hybrid/Onshore/Nearshore/Offshore
- Tiered SLAs & Outcome

SOLUTION PLANNING



- Baseline Scope & Capability Assessment
- Risk Management & Governance



- Technical Solution & Integration
- HR & Commercial Solutions

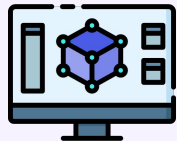
COST ESTIMATION - Financial Gains



Pricing Strategies:

Top-Down: Quick, high-level (benchmarks, expert judgment)

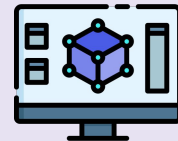
Bottom-Up: Detailed, component-based (labor, tools, infrastructure)



Model: Hybrid Onshore-Offshore for efficiency

3-Year Financial Outlook:

- In-House IT: €2,246K (+4% contingency)
- Outsourced IT: €1,425K (+4% travel/comm)
- Savings: €821K (36.6% reduction)



TRANSITION STRATEGY



APPLICATION MIGRATION

- Data Transfer
- Licensing
- Security Compliance

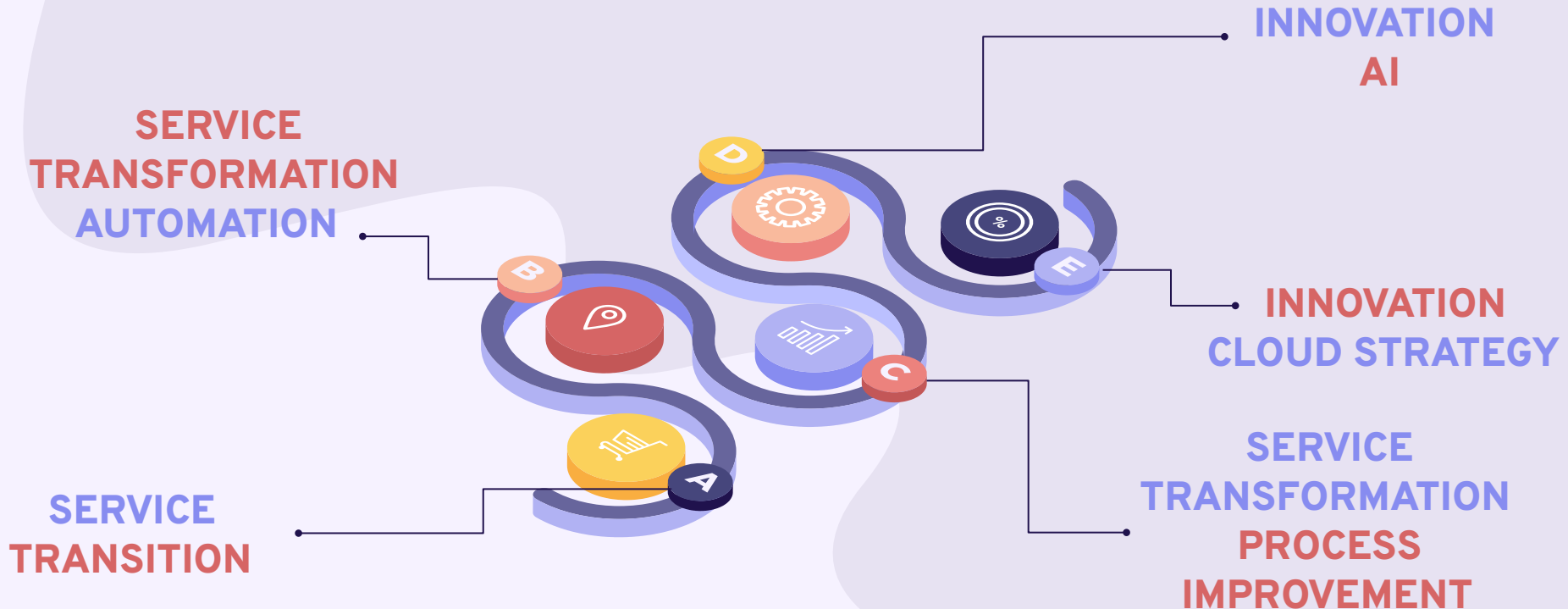


KNOWLEDGE TRANSFER

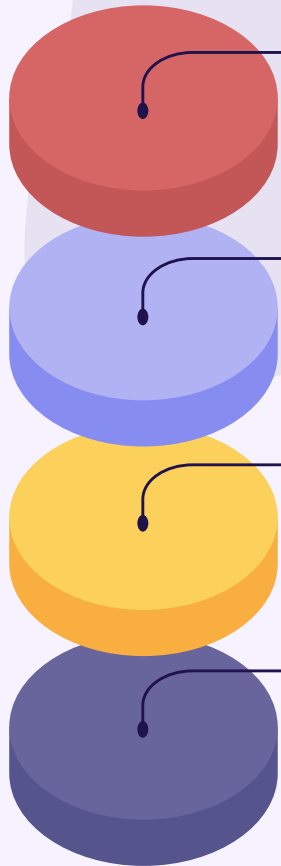
- Shadowing
- Reserve Shadowing
- Full Handover



TRANSFORMATION ROADMAP



STEADY STATE



1

Long-term IT & business alignment

Periodic Reviews, Scalable Solutions, AI and Automation adaptation

2

Communication Between Client and Vendor

Dedicated account management, regular meetings and reporting

3

Incident and predictive incident management

Proactive monitoring, rapid incident response, and AI-driven predictive analytics to minimize disruptions.

4

Relationship between vendor and client

SLA's are met, feedback loops exist and risk management

Governance Framework, SLA and Metrics

Managed Service Delivery



**Baseline
Scope and
Change
Control**



**Budget and
Estimating**



**Standardization
and Compliance**



Metrics



**Status
Reporting**



**Quality
Assurance
Process**



**Transparency
and
Communication**



**Shared
Objectives**

OUR TEAM



**Ippokratis
Pantelidis**



**Georgios
Efraim
Karekos**



**Konstantina
Voukelatou**



**Ngwaru
Munodawaf a**

THANKS !

Do you have any questions?

