

Perunović
(2007)

Preparation

Vendor
Selection

Transition

Managing
Relationship

Reconsider-
ation

Agarwal
(2008)

Selling &
Shaping

Contracting

Solution
Planning

Transformation
of Services

Service
Operations

Transition
Planning

Transition
Termination

Deloitte
(2013)

Ass-
ess

Prep-
are

Eval-
uate

Com-
mit

Transition & Transform

Optimize

Choice

Sales

Solution Design

Transition

**Account
Management**