



BUSHEY

CUSTOMER STORY

A competitive Data Centre procurement programme identified the optimal provider, supporting future growth, resilience and long-term operational requirements.



OVERVIEW

A leading global insurance organisation was undertaking a significant transformation of its regional technology infrastructure and required a new strategic hosting environment to support critical business services across Asia Pacific. The organisation recognised that selecting the right Data Centre provider would be foundational to the success of future migration and modernisation initiatives. Bushey Advisors were engaged to manage the procurement programme and develop a comprehensive Request for Proposal process covering both Hong Kong and Singapore facilities. The engagement involved defining technical, operational, resilience and commercial requirements before taking the opportunity to market. Detailed specifications were created to allow suppliers to submit directly comparable responses while ensuring future business growth, resilience and regulatory obligations could be supported. The programme included supplier engagement, evaluation, scoring, commercial assessment and executive recommendations. By creating a structured and transparent procurement process, the organisation was able to compare providers using consistent criteria and gain confidence that future hosting services would meet demanding operational and business requirements. The resulting recommendation established the foundation for a major regional infrastructure transformation programme.

THE COMPANY

A global insurance organisation providing life, travel, general and commercial insurance services across multiple international markets. The organisation operates extensive business and technology platforms supporting millions of customers and places strong emphasis on operational resilience, business continuity, governance and customer service excellence.



TARGET

Select a strategic Data Centre provider supporting future regional business and technology requirements.



DEVELOPMENT

Develop procurement requirements, supplier evaluations and executive recommendations for provider selection.



INTEGRATION

Align hosting, resilience, operational services and commercial objectives within a unified programme.

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CHALLENGE

The organisation faced a complex procurement challenge involving the selection of a strategic Data Centre provider capable of supporting critical regional services across multiple jurisdictions. A wide range of technical, operational and commercial requirements needed to be considered, including resilience standards, capacity requirements, service management, security, regulatory obligations and future scalability. The chosen provider would become a key element of the organisation's future technology operating model, making supplier selection a business-critical decision. Bushey Advisors needed to develop an evaluation methodology that would allow competing providers to be assessed fairly and consistently despite differing service models, facilities and pricing structures. The engagement also required the creation of detailed technical specifications, commercial templates and contractual requirements to ensure all suppliers responded against an identical framework. Balancing resilience, service quality and commercial value presented further complexities, particularly when evaluating multiple providers across Hong Kong and Singapore markets. Stakeholders required confidence that recommendations were supported by evidence, transparent assessment criteria and a robust governance process that would withstand executive and procurement scrutiny.

Structured Process delivered key results

Suppliers were evaluated using structured technical, operational and commercial scoring methodologies.

Hong Kong & Singapore Data Centres evaluated

Procurement covered future Data Centre services across both Hong Kong and Singapore.

SOLUTION

Bushey Advisors designed and managed a comprehensive procurement programme covering the definition, issue, evaluation and recommendation stages of the Request for Proposal process. The engagement commenced with workshops and technical reviews to capture the organisation's current and future Data Centre requirements. Detailed specifications were produced covering hosting services, operational support, facility requirements, resilience standards, equipment accommodation, security, transition services and legal obligations. These requirements were consolidated into a formal Request for Proposal package supported by technical specifications, pricing templates, response frameworks and evaluation criteria. Suppliers were invited to respond using standardised documentation that enabled direct comparison of operational capabilities, service levels and commercial terms. Bushey Advisors managed the clarification process, evaluated supplier submissions and developed structured scoring mechanisms to compare responses objectively. Technical suitability, resilience capabilities, operational performance, service maturity and commercial value were assessed across multiple suppliers. The team also developed evaluation matrices and executive recommendation reports that provided leadership with a clear understanding of strengths, risks and commercial implications associated with each option. By combining technical expertise, procurement governance and commercial analysis, Bushey Advisors delivered a robust supplier selection process that enabled the organisation to identify the most suitable long-term hosting partner while reducing procurement risk and supporting future regional transformation initiatives.

RESULTS

The completed procurement programme provided leadership with a clear recommendation supported by structured technical, operational and commercial analysis. Suppliers were evaluated against consistent requirements, enabling transparent comparison across resilience capabilities, service quality, facility standards and commercial value. The recommended solution satisfied current operational requirements while providing sufficient capacity and scalability to support future business growth. The procurement process also established clear contractual, governance and service management expectations that reduced future delivery risk. Executive stakeholders gained confidence through the use of documented evaluation criteria, scoring methodologies and evidence-based recommendations. The selected provider offered a strong balance of operational resilience, service capability and commercial competitiveness while meeting strict infrastructure and facility requirements. The outcome created a solid foundation for future migration activities and supported the organisation's broader technology transformation programme.

BENEFITS

The programme delivered substantial value by transforming a complex supplier selection exercise into a structured and evidence-based decision-making process.

Stakeholders gained confidence through transparent assessment criteria, objective supplier comparison and independent technical evaluation. This significantly reduced procurement risk while improving governance and decision quality.

The organisation also benefited from clearly documented technical and operational standards that aligned future hosting services with business requirements. Commercial evaluation ensured that long-term costs, contractual obligations and future scalability were considered alongside technical capability.

Most importantly, the engagement enabled leadership to select a strategic hosting partner capable of supporting future infrastructure transformation initiatives. The resulting decision created a stronger platform for resilience, operational performance and long-term business growth.

CLIENT FEEDBACK

Bushey Advisors provided an exceptional level of structure and clarity throughout a complex procurement programme. Their ability to translate operational requirements into detailed supplier specifications ensured we received meaningful and comparable responses from the market. The evaluation process was transparent, well-governed and supported by detailed technical and commercial analysis. Stakeholders across technology, procurement and management teams were able to make informed decisions with confidence. The recommendations were balanced, evidence-based and aligned to both current operational requirements and future strategic objectives. The project ultimately delivered a procurement outcome that significantly reduced selection risk while creating a strong foundation for our future data centre transformation programme.

Global Data Centre Manager
