



Case study

Sourcing of a New PLM System for a Global Retail Company





Client Challenge

A leading European retail company with hundreds of stores needed to replace its semi-bespoke PLM system, which was nearing end-of-life. This initiative came at a strategically complex time: the company had recently undergone major acquisitions and was also preparing for the upcoming end-of-life of its ERP system. These overlapping transitions created a pressing need for a scalable, future-proof PLM solution that could support integration and operational continuity across the expanded organization.

Assignment

Opticos was engaged to lead the end-to-end sourcing process for a new PLM system. The assignment involved multiple workstreams and stakeholders, requiring a collaborative and structured approach. Key responsibilities included:

- Facilitating and documenting the internal requirements gathering process
- Drafting both general IT and legal requirements
- Creating the full RFP package
- Project leading the collaborative sourcing process with internal and external stakeholders
- Negotiating commercial terms and contractual agreements
- Preparing decision-making material for the steering group

Client Benefits

Cost Efficiency

The negotiated contract delivered measurable cost savings

Strategic Guidance

Opticos' experience in PLM sourcing and IT procurement provided the client team with valuable insights and structure

Risk Mitigation

team's transition expertise helped shape a robust commercial agreement with the selected software and implementation partner

Stakeholder Confidence

Clear documentation and structured steering group material supported confident decision-making

Legal and Contracting

Opticos provided sourcing expertise from requirement to signed contract, with a particular focus on PLM systems and transition program requirements—supporting the client through the RFP process, commercial and legal negotiations, and contracting.



About Opticos

Opticos is a Management Consulting firm with a strong IT management practice. We empower business leaders to unlock sustainable business value.

Our team of seasoned consultants bring a wealth of experience and domain expertise, leveraging industry best practices to offer unbiased guidance and hands-on execution support across key business verticals - Risk and Compliance, Operational Excellence, IT Effectiveness and Business Transformation.



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