Training Course:
Negotiations, cost savings and optimisation of IT Services

25 - 29 August 2025
Kuala Lumpur (Malaysia)
Royale Chulan Kuala Lumpur

Training Course code: IT1940 From: 25 - 29 August 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur
Training Course Fees: 6000 Euro

Introduction:

Welcome to the Negotiations, Cost Savings, and Optimization of IT Services training program. This comprehensive 5-day program is designed to equip IT professionals, project managers, and procurement officers with the necessary skills and strategies to excel in negotiations, achieve cost savings, and optimize IT services. Throughout this program, participants will understand the fundamentals of effective negotiations, learn techniques to identify cost-saving opportunities, explore strategies for optimizing IT services, and develop proficiency in vendor management and contract negotiations. Whether you are a beginner or an experienced professional, this program will provide you with the knowledge and tools to enhance your problem-solving, decision-making, and communication abilities in the realm of IT service optimization.

- Overview of the training program

- Introduction to the importance of negotiations, cost savings, and optimization in IT services

- Setting expectations and objectives

Objectives:

- Understand the fundamentals of effective negotiations in the context of IT services

- Learn strategies and techniques to achieve cost savings and optimize IT services

- Develop skills to negotiate and manage vendor contracts effectively

- Enhance problem-solving and decision-making abilities in IT service optimization

Target Audience:

This training program is designed for IT professionals, project managers, procurement officers, and anyone involved in negotiations, cost savings, and optimization of IT services. It is suitable for both beginners and experienced professionals looking to enhance their skills in this domain.

Outlines:

Day One:

Foundations of Negotiations

- Introduction to negotiations in IT services

- Key principles and strategies for successful negotiations

- Identifying negotiation goals and objectives

- Understanding the role of communication and active listening in negotiations

- Exercises and role plays to practice negotiation skills

Day Two:

Cost Savings in IT Services 5 hours

- Overview of cost-saving opportunities in IT services

- Analyzing cost structures and identifying potential areas for savings

- Strategies for negotiating pricing and contracts with vendors

- Cost optimization techniques, such as consolidation and rationalization

- Case studies and group discussions on cost-saving initiatives

Day Three:

Optimizing IT Services

- Introduction to IT service optimization

- Identifying performance gaps and areas for improvement

- Implementing process optimization techniques in IT service management

- Evaluating and selecting IT service providers for optimal outcomes

- Practical exercises and real-life examples of IT service optimization

Day Four:

Vendor Management and Contract Negotiations

- Vendor management best practices and relationship building

- Negotiating and managing vendor contracts effectively

- Service level agreement SLA negotiation and monitoring

- Techniques for resolving conflicts and managing vendor relationships

- Interactive sessions and case studies on vendor management and contract negotiations

Day Five:

Problem-Solving and Decision-Making

- Problem-solving methodologies in the context of IT services

- Decision-making frameworks for optimizing IT service delivery

- Analyzing data and metrics to make informed decisions

- Group exercises and simulations for problem-solving and decision-making scenarios

- Summary and wrap-up of the training program

Registration form on the Training Course:
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