

Audience: Buyers using panels, schemes, selective tenders, or sole-source justification.

Typical engagement shapes

1. **Discovery and fit** — Scope, constraints, and success criteria are confirmed with IT, security, and business owners. Outcome: mutual understanding of run-state versus project-only needs.
2. **Structured proposal** — Pricing, RACI, SLAs or service credits where used, transition plan, and assumptions are documented for approval.
3. **Transition or deploy** — Onboarding, knowledge transfer, and controlled cutover with checkpoints your governance forum can record.
4. **Operate and improve** — Managed services with QBR or steering rhythm, roadmap alignment, and continuous improvement tied to ticket and monitoring data.

Panel and scheme alignment

Where your organisation buys through NSW or Commonwealth panels, standing offers, or sector schemes, Trucell aligns quotes and contractual references to the instrument your procurement team nominates. Provide scheme name, version, and mandatory clauses early so legal and delivery review run in parallel.

Hardware and licensing

Hardware procurement may be bundled with managed services or staged as capital acquisition with separate asset handover. Licensing (Microsoft, security tools, clinical ISVs) is quoted with renewal cadence and true-up assumptions explicit.

Evidence and questionnaires

Security, privacy, and modern slavery questionnaires are completed through governed review. Allow lead time proportional to depth (baseline schedules versus full DD for strategic outsourcing).

Single point of contact

For procurement-specific routing, use the website contact form with “Procurement” or your panel reference in the subject so the enquiry is not treated as a generic sales lead.