



## Payless ShoeSource Inc.

### About

- *Payless Shoe Source is an American discount footwear retailer founded in Topeka, Kansas in 1956 that is owned by Collective Brands, Inc.*
- *In 1996, Payless Shoe Source became an independent publicly held company. In 2004, Payless Shoe Source announced it would exit the **Parade** chain and would close 100 Payless Shoe outlets*

### Project Classification:

*Vendor Selection, Relationship Management, Contract Re-Negotiations, Vendor Management*

### Project Synopsis

- CBI was evaluating a partner for managing application development and maintenance for Payless ShoeSource IT portfolio
- We were involved from the definition of outsourcing strategy vendor selection approach, delivery and governance Model.
- We also assisted in Back Office operations from offshore which included
  - Resource management
  - Financial Management
  - Contract Management
  - Vendor Stratification

### Testimonial

We utilized Systems Plus to manage the selection process for an outsourced IT partner to handle our complex offshore IT needs. The team's deep understanding of regional vendors with the right capabilities and strengths to meet our specific requirements helped us limited the field to only truly Qualified candidates. This allowed our IT team to focus on the selection process and to pick the best possible partner. As an independent and informed advisor, they were available to closely monitor vendor commitments, identify challenges and analyze important aspects of vendor proposals. They adapted the vendor selection process to match our timelines and company maturity, while providing an independent CIO's perspective throughout the process. We now have in place a solution provider with the service flexibility and scalability to meet our needs now and in future

- **Eric Gordan**  
**CIO – Collective Brands Inc.**