



ISG PROVIDER SERVICES™

| KICKOFF/ COMMITMENT | ISG RESEARCH OFFERING | EXPECTED DELIVERY |
|---------------------|--|-------------------|
| | February POD | FEB 2020 |
| JAN 2020 | Vertical Report: Banking | MAR 2020 |
| JAN 2020 | Vertical Report: Manufacturing | MAR 2020 |
| JAN 2020 | Vertical Report: Healthcare | MAR 2020 |
| JAN 2020 | Service Line Report: ADM | MAR 2020 |
| JAN 2020 | Service Line Report: BPO - CRM | MAR 2020 |
| JAN 2020 | 90+ Workshops | DEC 2020 |
| JAN 2020 | 5 Account Planning Exercises | DEC 2020 |
| JAN 2020 | 3 Billable Projects | DEC 2020 |
| JAN 2020 | 2 Webinars | DEC 2020 |
| FEB 2020 | Outsourcing Spending Behavior for G2000 (2019) | APR 2020 |
| APR 2020 | Vertical Report: Blockchain | JUN 2020 |
| APR 2020 | Vertical Report: Oil & Gas | JUN 2020 |
| APR 2020 | Vertical Report: Insurance | JUN 2020 |
| APR 2020 | Vertical Report: Travel & Transport | JUN 2020 |
| APR 2020 | Service Line Report: Workplace | JUN 2020 |

ISG PROVIDER SERVICES™

| KICKOFF/ COMMITMENT | ISG RESEARCH OFFERING | EXPECTED DELIVERY |
|---------------------|--|-------------------|
| JUL 2020 | Vertical Report: Healthcare | SEP 2020 |
| JUL 2020 | Vertical Report: Chemicals | SEP 2020 |
| JUL 2020 | Vertical Report: Banking | SEP 2020 |
| JUL 2020 | Vertical Report: Manufacturing | SEP 2020 |
| JUL 2020 | Service Line Report: ADM | SEP 2020 |
| AUG 2020 | Outsourcing Spending Behavior for Non-G2000 (2019) | DEC 2020 |
| OCT 2020 | Vertical Report: Insurance | DEC 2020 |
| OCT 2020 | Vertical Report: Utilities | DEC 2020 |
| OCT 2020 | Vertical Report: Travel & Transport | DEC 2020 |
| OCT 2020 | Service Line Report: BPO – F&A | DEC 2020 |
| NOV 2019 | Digital ISG Case Study Book - 2019 | MAY 2020 |