



2022 Digital Case Study Research

Case Study Submission Form



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About this case study:

(Following project details are non-editable, if you wish to make any edits, please write to <mailto:DigitalCaseStudy@isg-one.com>)

- Submitted By _____
- Email _____
- Service Provider _____
- Short description _____
- Country _____
- Unique ID (ISG Internal Reference) _____

About your client

- Client name _____

Do you give permission for ISG to name the client as part of the case study?

- Yes
- No

Engagement duration

	Start year							End year				
	Before 2016	2016	2017	2018	2019	2020	2021	2022	2020	2021	2022	Currently active

Nature of engagement represented by the case study

- Embedded in an ongoing relationship such as a managed services outsourcing contract
- Standalone project or program
- A combination of multiple related projects that were independently or individually executed
- Based on the purchase of a technology platform or solution (please describe)

- Other or combination (please describe)

Client Situation:

Describe the client’s situation and objective in the context of your solution or services, and your involvement in framing the situation. Mention any incumbent technology, processes, and roadblocks accounted for in the solution. In addition to the written description — or in lieu of — you may also submit links and attachments below.

Provide related links that are publicly accessible. ISG will not access any links with access controls.

Attach related documents.

Please note:

- Only one attachment, maximum 16MB. If needed, you can zip multiple attachments into a single file to upload.
- To replace the uploaded file, click anywhere in the Gray area and select another file to replace.
- No password protected files or attachments.

How would you describe the client’s strategic objective?

- Operational transformation or improvement of an ongoing business
- New experience or way of business made possible by the solution
- Creation of a new or disruptive business model
- Other or combination (please describe)



What were your client’s goals for the project? Rank up to three options from the list by entering 1-2-3 in the space provided where 1 is the highest priority.

- _____ Grow revenue of ongoing business
- _____ Grow through new products, markets, or go-to-market strategies
- _____ Lower operating costs
- _____ Improve the efficiency of business operations
- _____ Reduce or manage business risks (not related to security)
- _____ Improve security including cybersecurity
- _____ Increase customer or user experiences
- _____ Other or combination (please describe)

Solution Description:

Provide an overview of your solution and specific role in working with the client, technology platforms, and providers that were part of the project. In addition to the business-technology solution, ISG is interested in learning about specific services, expertise, IP, commercial models, or any other notable aspects of the approach used to arrive at the solution. In addition to the written description — or in lieu of — you may also submit links and attachments below.

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List any third-party platforms, products, or services that were crucial to the client solution. Specify the nature of your partnership with them.

Check the box if you want ISG to contact the partner (OPTIONAL) to strengthen the case study.

Partner name	How did this partnership contribute to the solution and bring value to the client?	Would you like ISG to contact this partner?
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

Business Outcome:

How did your solution drive successful outcomes for the client? ISG is interested in tangible or quantified outcomes as well as qualitative aspects of success, as they relate to the client’s business objectives. In addition to the written description — or in lieu of — you may also submit links and attachments below.

Provide related links that are publicly accessible. ISG will not access any links with access controls.

Attach related documents

Please note:

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The contact information of your client is REQUIRED for ISG to validate your case study.

- Provide client contact information as part of the case study submission
- Complete the case study submission now and provide the client contact information later

Client contact for case study validation:

- Client contact name _____
- Email _____

The contact information of your partner is OPTIONAL for you to strengthen your case study.

- Provide partner contact information as part of the case study submission
- Complete the case study submission now and provide the partner contact information later

Partner information

Partner name	Contact	Email

Provide supporting links that are publicly accessible. ISG will not access any links with access controls.

Attach any further supporting material here:

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