



ISG Case Study Research

Case Study Submission Form

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Q1 About this case study:

(The following project details are non-editable, if you wish to make any edits, please write to CaseStudyResearch@isg-one.com)

- Submitted by _____
- Email _____
- Alternate contact name _____
- Alternate contact email _____
- Service provider _____
- Client _____
- Unique ID (ISG Internal Reference) _____
- ISG relationship contact _____
- Industry _____
- Location _____
- Case study description _____

Q2 Engagement duration

End year											Currently active	
Before 2017	2017	2018	2019	2020	2021	2022	2023	2024	2022	2023		2024

Q3 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) _____

Q4 Your case study will be shared with the analysts who lead specific ISG Provider Lens studies. [ISG Provider Lens™](#) reports evaluate independent vendors and providers across a range of capabilities by topic and region.

This mapping will also help the ISG team to better classify your client work for the candidate provider qualification (CPQ) process. Please select all the studies for which this case study will represent your credentials.

You can select multiple studies from the list below. For this case study to be a valuable input, it is important that you include appropriate details as part of your submission.

- | | |
|--|--|
| <input type="checkbox"/> Advanced Analytics and AI Services | <input type="checkbox"/> Intelligent Automation Services and Solutions |
| <input type="checkbox"/> AWS - Ecosystem Partners | <input type="checkbox"/> Life Sciences Digital Services |
| <input type="checkbox"/> Chemical Industry Services and Solutions | <input type="checkbox"/> Mainframes — Services and Solutions |
| <input type="checkbox"/> Contact Center — Customer Experience Services | <input type="checkbox"/> Managed Network Services |
| <input type="checkbox"/> Cybersecurity — Services | <input type="checkbox"/> Manufacturing Industry Services |
| <input type="checkbox"/> Cybersecurity — Solutions | <input type="checkbox"/> MarTech Service Providers |
| <input type="checkbox"/> Digital Adoption and Organizational Change Management Services | <input type="checkbox"/> Microsoft Cloud Ecosystem |
| <input type="checkbox"/> Digital Adoption and Organizational Change Management Solutions | <input type="checkbox"/> Multi Public Cloud Services |
| <input type="checkbox"/> Digital Business and Innovation Services | <input type="checkbox"/> Multi Public Cloud Solutions |
| <input type="checkbox"/> Digital Banking Services | <input type="checkbox"/> Network — Software Defined Services and Solutions |
| <input type="checkbox"/> Digital Banking Technology and Platforms | <input type="checkbox"/> Next-Gen ADM Services |
| <input type="checkbox"/> Digital Engineering Services | <input type="checkbox"/> Next-Gen ADM Solutions |
| <input type="checkbox"/> eMobility | <input type="checkbox"/> Oil and Gas Industry — Services and Solutions |
| <input type="checkbox"/> Enterprise Service Management — Solutions | <input type="checkbox"/> Oracle Cloud and Technology Ecosystem |
| <input type="checkbox"/> Environmental, Social and Governance (ESG) Services | <input type="checkbox"/> Payroll Services and Solutions |
| <input type="checkbox"/> Finance and Accounting Outsourcing Services | <input type="checkbox"/> Power and Utilities Industry — Services and Solutions |
| <input type="checkbox"/> Finance and Accounting Platforms | <input type="checkbox"/> Private/Hybrid Cloud — Data Center Services |
| <input type="checkbox"/> Future of Work (Workplace) — Services | <input type="checkbox"/> Private/Hybrid Cloud — Data Center Solutions |
| <input type="checkbox"/> Future of Work (Workplace) — Solutions | <input type="checkbox"/> Procurement BPO and Transformation Services |
| <input type="checkbox"/> Generative AI Services and Solutions | <input type="checkbox"/> Procurement Software Platforms and Solutions |
| <input type="checkbox"/> Google Cloud Partner Ecosystem | <input type="checkbox"/> Retail and CPG Services |
| <input type="checkbox"/> HCM Technology Platforms | <input type="checkbox"/> Salesforce Ecosystem Partners |
| <input type="checkbox"/> Healthcare Digital Services | <input type="checkbox"/> SAP Ecosystem Partners |
| <input type="checkbox"/> HR Outsourcing and Transformation Services | <input type="checkbox"/> ServiceNow Ecosystem Partners |
| <input type="checkbox"/> Insurance Industry Services | <input type="checkbox"/> Supply Chain Services |
| <input type="checkbox"/> Insurance Platforms | <input type="checkbox"/> Telecom, Media and Entertainment Services |
| <input type="checkbox"/> Intelligent Automation Platforms and Products | <input type="checkbox"/> Travel/Hospitality and Transportation Industry |
| | <input type="checkbox"/> Workday Ecosystem Partners |
| | <input type="checkbox"/> Not Applicable |

Q5 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.

Q6 Provide related links that are publicly accessible. ISG will not access any links with access controls.



Q7 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.

Q8 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) _____

Q9 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
- _____ Improve customer or user experiences
- _____ Create a positive impact for diversity
- _____ Improve sustainability
- _____ Other or combination (please describe) _____

Q10 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.

Q11 Provide details on the approach to AI in your solution, if applicable.

Q12 Provide details on how your team addressed environmental sustainability or diversity of thought or experience in your solution, if applicable. For example, how these considerations influenced the solution design including the makeup of the team.



Q13 Provide related links that are publicly accessible. ISG will not access any links with access controls.

Q14 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.

Q15 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.

Q16 Provide details on how your solution provided outcomes for your client specifically related to sustainability, if applicable.

Q17 Provide details on how your solution provided outcomes to your client specifically related to diversity, if applicable. For example, in terms of expanding access or promoting new avenues offer diversity of thought or lived experience.

Q18 Provide related links that are publicly accessible. ISG will not access any links with access controls.



Q19 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.

Q20 The contact information of your client is REQUIRED for ISG to validate your case study.

If you do not participate in client validation, your case study will be used in ISG research, but will not be eligible in ISG awards programs, or to be promoted as a standout 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
- Do not participate in client validation

Q21 Client contact for case study validation:

- Client contact name _____
- Email _____

Q22 Provide supporting links that are publicly accessible. ISG will not access any links with access controls. (OPTIONAL)

Q23 Attach any further supporting material here:

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.