



CASE STUDY

Doing Your Renegotiation Homework

A market price analysis prepares a European transportation client to renegotiate



Opportunity

A little more than halfway through a five-year IT outsourcing contract, our large European transportation client needed an up-to-date understanding of the market environment, pricing models and unit pricing so they could prepare for a renegotiation.



Imagining IT Differently

ISG performed a market price analysis of the contract, reviewing the service descriptions, quality parameters, technical solutions, service volumes and pricing compared to market leaders.



Future Made Possible

- Potential savings of €1.6 million out of an annual analyzed budget of €50,000,000.
- Objective assessment of the current contract with regard to:
 - Service composition
 - Unit pricing
 - Billing model
 - Quality parameters (SLAs)
 - Volume

Potential savings of
€1.6 million



imagine your future®