



CASE STUDY

Energy Company Mines Outsourcing for Savings and Efficiencies

A major oil and gas producer revamped its IT infrastructure resulting in a competitive advantage.



Opportunity

Market turbulence motivated this well-known oil and gas corporation to improve its efficiency and cost-effectiveness, including in its IT infrastructure, which affects the performance of all its business activities. The client wanted to keep strategic controls in-house while mining the cost savings of outsourcing specific IT functions.



Imagining IT Differently

ISG evaluated the strategic options for sourcing and delivering IT infrastructure, provided an outline for a sourcing program and implemented a multi-sourcing strategy blueprint. ISG assembled a program team of people with diverse skills and service-line experiences (including finance, legal and human resources) and from different countries where the corporation operates. ISG made communications management a priority and commenced the IT renovation in phases, in part to test feasibility and ensure that target goals were being realized.



Future Made Possible

- The program team developed a detailed organization structure that inspired confidence among the many stakeholders who had to buy in to the changes.
- Because the large-scale overhaul affected more than 4,000 employees and contractors, communication proved critical to smooth implementation.
- The client appreciated ISG's track record of success in this very complex, widespread renovation.



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