



CASE STUDY

Guaranteeing Contract Value

A global financial services company hires ISG to ensure it is receiving its contracted services.



Opportunity

Have I overpaid? Have I gotten everything I've paid for? Sourcing professionals need to know they've received the contracted service at the right time and at the right price. Our global financial services client asked us to compare the rate cards for their IT and business process outsourcing (BPO) service providers to ensure they were receiving value.



Imagining IT Differently

ISG compared the services being delivered from each geographical location and analyzed the client's market, producing a leading practice view on how to structure the rate cards with pros and cons of the recommended approach.



Future Made Possible

- Identified \$18.4 million in potential annual savings in an annual ITO spend of US\$405.8 million.
- Identified \$1.7 million of potential annual savings in an annual BPO spend of \$35.1 million.
- Recommended improvements to the existing rate card structure to align with industry standards (SFIA) and provide greater granularity.



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