



CASE STUDY

Integrating Diverse Software Systems Transforms IT Leader

By refining its contract and financial management governance processes, a fast-growing Silicon Valley IT leader renovates its IT services delivery model.



Opportunity

A Silicon Valley-based global provider of information risk management software and services had grown quickly and significantly through acquisitions. This client turned to ISG for help not only in integrating the disparate systems and processes the acquisitions brought with them but in creating a new and innovative IT service delivery model.



Imagining IT Differently

ISG recommended an outsourcing governance structure to control risks, foster effective technology partnerships and realize the savings and value from these outsourcing contracts. The solution had to be scalable to handle ongoing growth. ISG took a hybrid approach, adapting standard ISG process to integrate with the client's in-house sourcing management already in place. The client retained performance and relationship management aspects of the contracts.



Future Made Possible

- ISG's dashboard reporting approach provided the client with a broad and comprehensive view of the entire outsourcing arena.
- The solution allocated work where it can best be performed and at the best price points, saving the client angst and money.
- The client is free to focus on core competencies, leaving ancillary functions to contractors who specialize in those areas.



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