



***ISG** Executive Insights™

An Integrated Data Services Platform

Marketplace Challenges



In today's sourcing environment, to manage your suppliers effectively, you need comprehensive intelligent insights and greater risk visibility.

Insights such as:

What is the financial health of your suppliers and their subcontractors?

Do the supplier agreements have terms and conditions that adequately protect your business?

Are your suppliers aligned with your views and positions on environment, social and governance (ESG)?

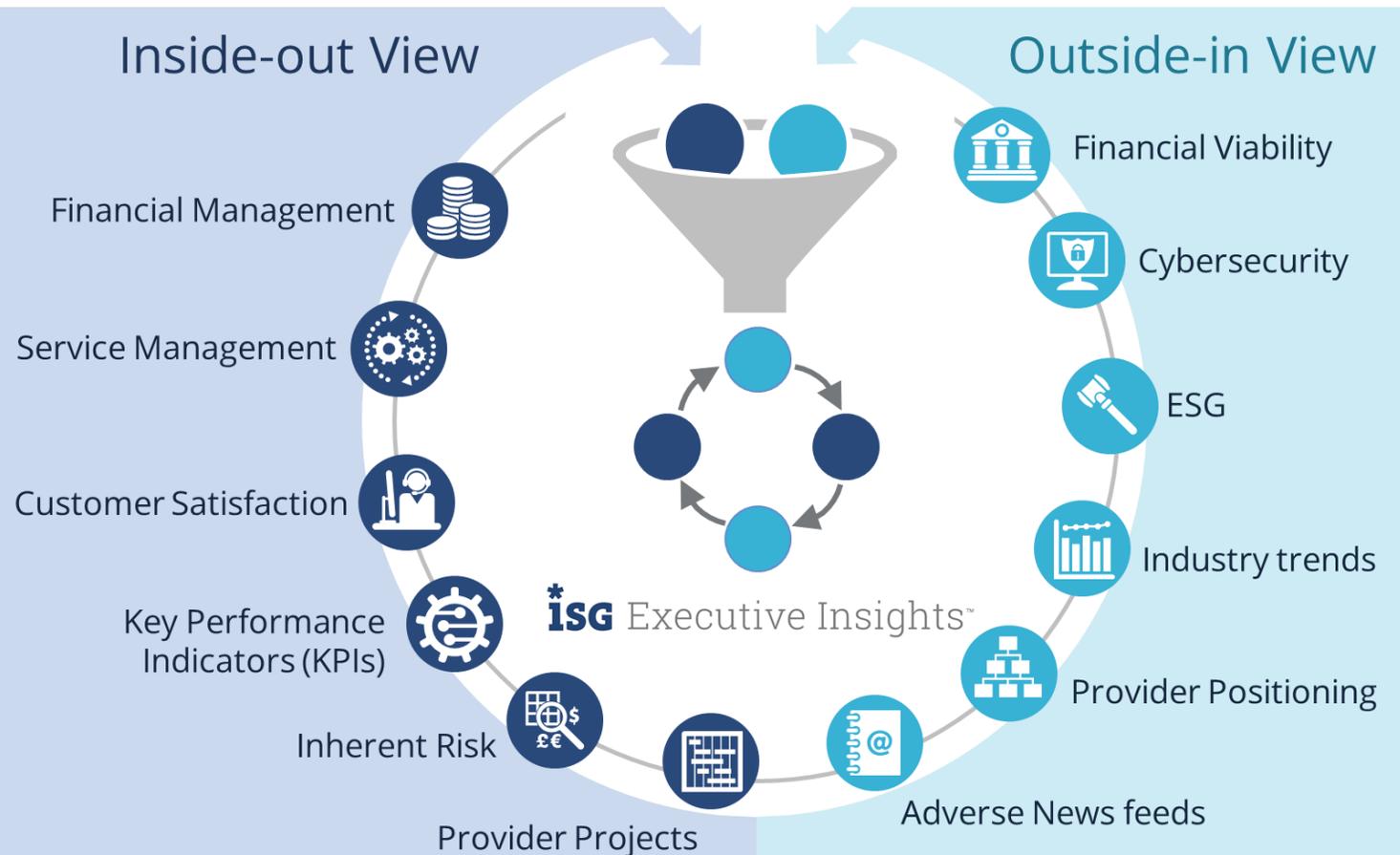
How effectively are your suppliers contributing to your critical projects?

End-to-end Visibility of your Supplier Ecosystem

What is ISG Executive Insights™?

An integrated data analytics platform

It addresses the challenges of supplier data proliferation and visibility fragmentation and gives you the control and insights you need to manage provider relationships, risk and compliance.



Why ISG Executive Insights™

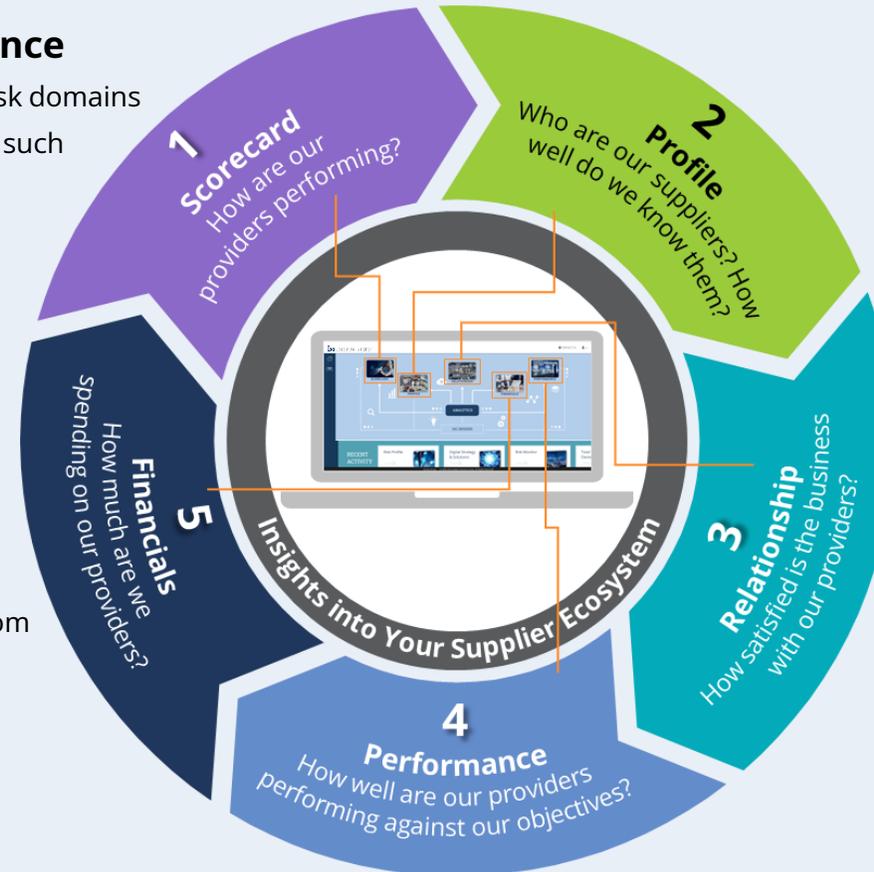
5 Core Pillars of ISG Executive Insights™

Real-Time Insights on Provider Performance

- Performance indicators across key performance and risk domains
- External indicators such as ESG and internal indicators such as governance performance
- Various sorting, filtering and weighing functions
- Current and historic insights

Evaluate Spend vs. Value Delivered

- Understand spend by supplier, region and year
- Use ready-to-use templates or APIs to bring in data from your financial systems
- Evaluate your portfolio of spend by business unit or cost center
- Request market price comparison of your contracts



Comprehensive Profile Composition and Risk Parameters

- Profile details **customized** to your organization, including public information, SOW and KPIs
- **Provider risk parameters** including details on their financial health, cybersecurity and environmental policies
- **Comprehensive multidimensional view** on providers' location, news feeds, contacts and so on

Greater Visibility into Provider Relationships

- Avail ISG's Proprietary CSAT survey with comparative analysis and trending info
- Evaluate suppliers' alignment with business needs

Assess Performance across multiple dimensions

- KPI Assessment at a macro and micro level
- Normalized data parameters and business rules built in to provide instant heat maps and trending analysis



1. Scorecard

SCORECARD



				A - Excellent		B - Good / Accepted		C - Acceptable			D - Poor		F - Failure / Rejected	
Supplier	Tier	Category	Provider Profile	Overall	Financial Health	Cybersecurity Health	Environmental (ESG)	Social (ESG)	Governance (ESG)	Inherent Risk	Residual Risk	Business CSAT	Governance Performance	
Provider 1	Tier 1	ITO		A	A	A	A	B	A	B	A	B	B	
Provider 2	Tier 2	Cloud		A	A	B	B	C	B	B	A	B	B	
Provider 3	Tier 1	ITO		A	A	A	A	B	A	A	A	A	C	
Provider 4	Tier 1	ITO		B	A	B	B	B	B	B	A	A	B	
Provider 5	Tier 1	BPO		B	A	B	B	B	B	B	A	B	B	
Provider 6	Tier 1	ITO		B	A	B	B	C	B	C	A	D	B	
Provider 7	Tier 2	Cloud		B	A	B	B	C	B	C	A	B	B	
Provider 8	Tier 2	Cloud		B	A	A	B	B	B	B	B	A	C	
Provider 9	Tier 2	Telecom		A	A	B	A	B	A	B	A	A	B	
Provider 10	Tier 1	BPO		A	A	B	B	C	B	B	A	A	B	

SUPPLIER

TIER

CATEGORY



2. Profile

Company XYZ

About i
A global leader in consulting, technology...

Annual Revenue
\$ 15.11b

Founded
1967

Headquarters
Paris, France

Number of Employees
212.8k

Business Entity Type
Public

Commercial Commitments

Start Date
29 Jan 2020

Renewal Deadline
2 Aug 2023

End Date
29 Jan 2024

Today
19 months to renewal

Notification Date
2 Aug 2023

Auto Renewal
Yes

Contract Term
48 months

ACV
\$ 1m

TCV
\$ 4m

Key Performance and Risk Indicators



Overall

Outside



Financial Health

Outside



Cybersecurity Health

Outside



Compliance (ESG)

Outside



Sustainability (ESG)

Inside



Inherent Risk

Inside



Residual Risk

Inside



Diversity, Equity, Inclusion (DEI)

Inside



Business CSAT

Inside



Governance Performance

A - Excellent

B - Good

C - Acceptable

D - Poor

F - Failure

News Feeds

Contracts

KPIs

Meetings

Issues

Actions

Locations

Date	Contract	Meeting	Chair	Region	Attendees	Notes
4 Feb 2022		Monthly Performance Review	Ivana Long	USA		
4 Jan 2022		Monthly Performance Review	Ivana Long	USA	Molly Bloom, Molly Carter, Nick Carraway	

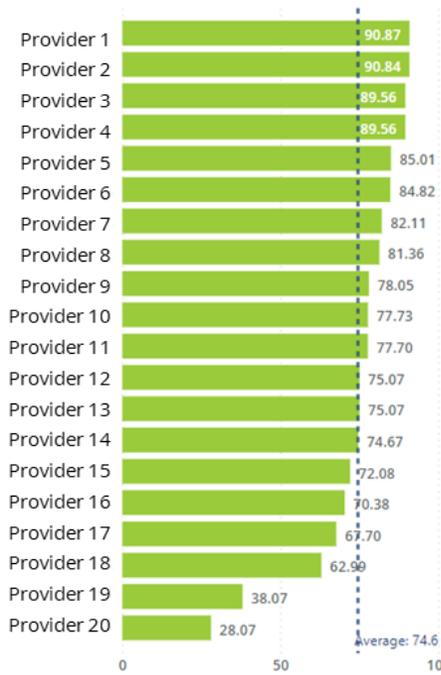


3. Relationship



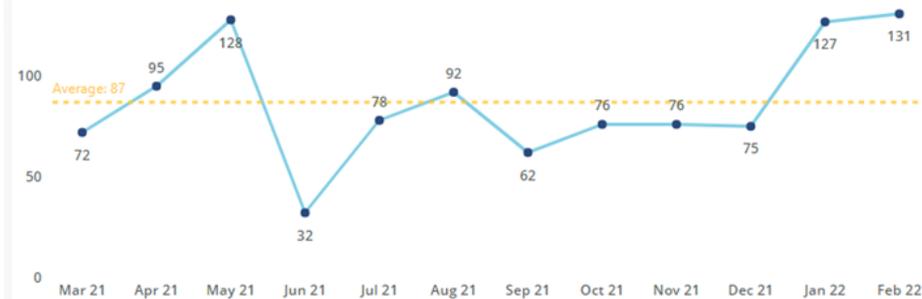
OVERALL	CSAT	FLEXIBILITY	PERFORMANCE	THOUGHT LEADERSHIP	VALUE & COST	RISK & COMPLIANCE	PERFORMANCE INDEX	RELATIONSHIP INDEX
74.7	71.5	79.6	79.8	72.4	72.2	78.2	75.7	68.2

SUPPLIER RANKED BY OVERALL SCORE



Supplier	Score	PY Score	Difference
Provider 1	90.87	90.87	0.00
Provider 2	90.84	90.84	0.00
Provider 3	89.56	89.56	0.00
Provider 4	89.56	89.56	0.00
Provider 5	85.01	85.01	0.00
Provider 6	84.82	84.82	0.00
Provider 7	82.11	79.13	2.98
Provider 8	81.36	81.36	0.00
Provider 9	78.05	78.13	-0.08
Provider 10	77.73	75.52	2.21
Provider 11	77.70	77.70	0.00
Provider 12	75.07	75.07	0.00
Provider 13	75.07	75.26	-0.19
Provider 14	74.67	75.07	-0.40
Provider 15	72.08	74.67	-2.59
Provider 16	70.38	72.76	-2.38
Provider 17	70.38	70.38	0.00
Provider 18	67.70	67.70	0.00
Provider 19	62.99	62.99	0.00
Provider 20	38.07	38.07	0.00

SURVEYS CONDUCTED - ROLLING 12 MONTHS



OVERALL SCORE TREND - ROLLING 12 MONTHS



SUPPLIER

All



4. Performance

FINANCIALS RELATIONSHIP **KPI**

KPI METRIC REPORT

KPI ID	KPI Cluster	KPI Name	KPI Region	Supplier Name	Expected	Minimum	Jan-22	Dec-21	Nov-21	Oct-21	Sep-21	Aug-21	Jul-21	Jun-21	May-21	Apr-21	Mar-21	Feb-21	Jan-21			
KPI0001	Contract Management	Contract Compliance	ANZ	Provider 1	100%	95%	78%	84%	98%	78%	90%	95%	94%	90%	95%	100%	85%	90%	90%			
				Provider 2	100%	95%	78%	84%	98%	78%	90%	95%	94%	90%	95%	100%	85%	90%	90%			
				Provider 3	100%	95%	78%	84%	98%	78%	90%	95%	94%	90%	95%	100%	85%	90%	90%			
				Provider 4	100%	95%	78%	84%	98%	78%	90%	95%	94%	90%	95%	100%	85%	90%	90%			
			APAC	Provider 5	100%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	85%	85%	85%	100%	100%
				Provider 6	100%	95%	100%	100%	98%	98%	100%	100%	100%	100%	100%	100%	85%	95%	100%	100%	100%	95%
				Provider 7	100%	95%	100%	100%	98%	98%	100%	100%	100%	100%	100%	100%	85%	95%	100%	100%	100%	95%
				Provider 8	100%	95%	100%	100%	98%	98%	100%	100%	100%	100%	100%	100%	85%	95%	100%	100%	100%	95%
				Provider 9	100%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	85%	85%	85%	100%	100%
				Provider 10	100%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	95%	100%	100%	100%	95%
				Provider 11	100%	95%	100%	100%	98%	98%	100%	100%	100%	100%	100%	100%	85%	95%	100%	100%	100%	95%
				Provider 12	100%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	85%	85%	85%	100%	100%
				Provider 13	100%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	95%	100%	100%	100%	95%
				Provider 14	100%	95%	100%	100%	98%	98%	100%	100%	100%	100%	100%	100%	85%	95%	100%	100%	100%	95%
				Provider 15	100%	95%	100%	100%	98%	98%	100%	100%	100%	100%	100%	100%	85%	95%	100%	100%	100%	95%
				Provider 16	100%	95%	100%	100%	98%	98%	100%	100%	100%	100%	100%	100%	85%	95%	100%	100%	100%	95%
				Provider 17	100%	95%	100%	100%	98%	98%	100%	100%	100%	100%	100%	100%	85%	95%	100%	100%	100%	95%
				Provider 18	100%	95%	100%	100%	98%	98%	100%	100%	100%	100%	100%	100%	85%	95%	100%	100%	100%	95%
				Provider 19	100%	95%	100%	100%	98%	98%	100%	100%	100%	100%	100%	100%	85%	95%	100%	100%	100%	95%
				Provider 20	100%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	85%	85%	100%	100%	100%
EMEA				Provider 20	100%	95%	100%	100%	100%	100%	100%	100%	100%	100%	85%	85%	85%	100%	100%	100%		

SUPPLIER

All

YEAR

All

QUARTER

All

MONTH

All

KPI CLUSTER

All

KPI NAME

All

KPI ID

All

KPI REGION

All

Color Code

■ >=Exp Target

■ < Min Target

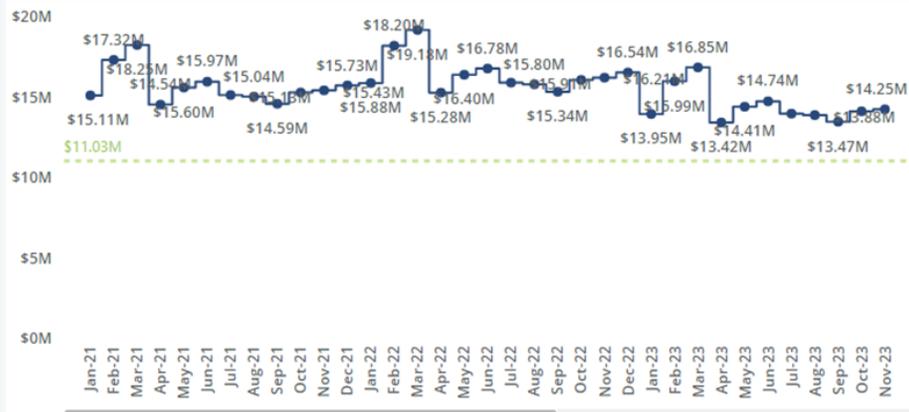
■ <Exp> Min Target

■ No Data

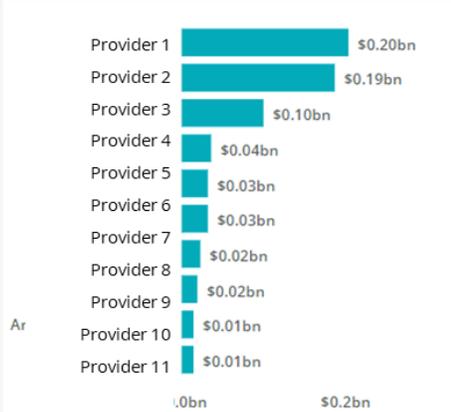


5. Financials

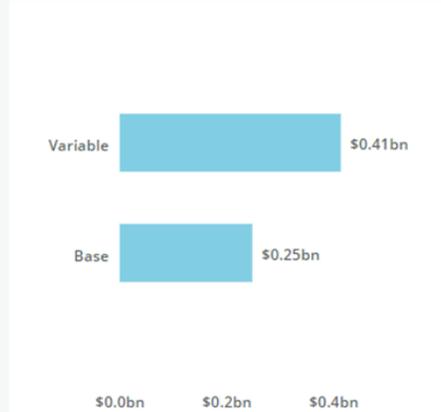
SPEND TREND



SPEND BY SUPPLIER



SPEND BY TYPE OF CHARGES



SUPPLIER

- Provider 1
- Provider 2
- Provider 3
- Provider 4
- Provider 5
- Provider 6
- Provider 7
- Provider 8
- Provider 9
- Provider 10

REGION

- Select all
- Americas
- ANZ
- APAC
- EMEA

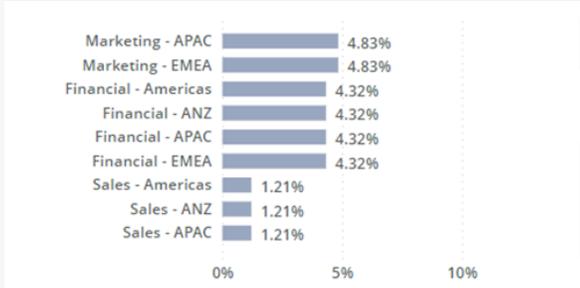
YEAR/MONTH

- Select all
- 2021
- 2022
- 2023
- 2024
- 2025

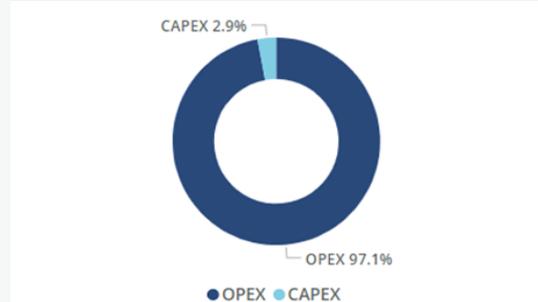
PORTFOLIO OF SPEND



IT EXPENDITURE BY COST CENTER



CAPEX - OPEX RATIO



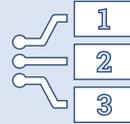
SPEND BY REGION

BUDGETED VS. ACTUAL

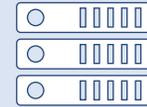
ISG Executive Insights™ Delivers



End-to-end visibility of your supplier ecosystem.



Built-in market intelligence on several critical parameters.



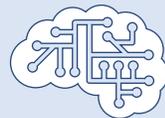
Easy-to-ingest internal data feeds from your environment through uploads or APIs.



Supplier value optimization.



Preventing and mitigating third-party risks.



Effective provider selection and rationalization.

ISG Executive Insights™ Team

Request for your complimentary demo



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David England

Director, ISG

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ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 800 clients, including more than 75 of the world's top 100 enterprises, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,300 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data.

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