



CASE STUDY

Nonprofit Charts Sourcing Journey

A well-known nonprofit finds that outsourcing non-core functions left more time and resources to focus on the meaningful work that gave rise to the organization.



Opportunity

A change in leadership at a major advocacy group served as the impetus to explore whether outsourcing would further the organization's mission. All of the work had to be done in the U.S.; none of it could be offshored. The client also required that outsourcing must be able to reduce costs and improve the quality of service.



Imagining IT Differently

ISG began with a fast-track assessment that covered outsourcing options across a broad range of functions to come up with a base case. Then ISG developed a target operating model to set priorities and next steps. With this information, ISG came up with detailed requirements for an RFP for specific functions. ISG completed the process by managing the project during the transition.



Future Made Possible

- The initial assessment gave the client a rigorous and detailed understanding of the "before" environment.
- ISG delineated the one-time and ongoing costs, risks, regulatory constraints, and financial impacts of outsourcing, enabling the client to make a fully informed decision.
- The solution not only cut costs but allowed the client to focus on its core mission.



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