



CASE STUDY

Retailer Buys in to ISG's ADM Solution

ISG's Market Framework Agreement sells national retailer on an effective Application Development and Maintenance (ADM) solution.



Opportunity

A year into a single-provider ADM contract, a major national retailer sought a better solution for adequately addressing its business requirements. The client needed to effectively manage a portfolio of more than 1,000 applications, with more new projects underway. Disappointing productivity in the run operation resulted in no savings that could be invested in new application product development. Company leadership sought a transformational initiative to reinvigorate the business culture.



Imagining IT Differently

ISG's Market Framework Agreement with strategic service providers proved to be a cornerstone of the solution. The agreement introduced competitive mechanisms that reduced costs and increased productivity. ISG also defined a path toward rebalancing global resources and implemented a new captive organization that addressed critical intellectual property considerations.



Future Made Possible

- The solution lowered costs, boosted productivity and revitalized the business culture.
- The client realized the most value in Managed Services and Centralized Maintenance.



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