



CASE STUDY

University's Contract Renewal Refreshes Value

A fast-growing public university found that outsourcing contract renewal was the right time to review needs and get better value.



Opportunity

During a period of rapid growth, the University of Canberra in Australia found that its structure and needs had changed. When its ITO and BPO contract came up for renewal, the university hired ISG to search for coverage gaps, identify outdated incentives, improve monitoring and update services.



Imagining IT Differently

ISG developed a financial responsibility matrix that mapped assets and resources by service tower. After collecting data from key stakeholders, ISG identified gaps in reporting and measuring processes, then worked with UC to amend the contracts to fix them. ISG prepared the negotiation strategy, initiated change management plans and led transition planning and activities.



Future Made Possible

- The solution included better governance documentation and a balanced reporting scorecard.
- The resulting contract, service-level framework and governance controls were more stringently managed.
- ISG presented the client with a set of metrics to help the service provider greatly improve performance for future service level agreements.



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