

CASE STUDY

Contract Services Audit & Optimisation

INDUSTRY

Global Investment Bank

SIZE

60,000 staff globally

CLIENT REQUIREMENT

- Global audit of all IT contract services
- Provide sourcing options/ recommendations that support the new global service strategy
- Deliver a contract services roadmap

BUSINESS CHALLENGE

Our client was in the process of implementing a new global service model to improve the quality, cost and consistency of its IT service into the business.

A key requirement for this programme of change involved the auditing, review and restructure of its various IT service contracts across all regions to enable strategic sourcing decisions to be made. The challenge faced by the client was to audit all IT service contracts, map against the business requirements, and enable

tactical and strategic sourcing decisions to be taken to ensure global alignment against the new operating model. This work was a key input into the overall service strategy and would act as an enabler helping deliver against its key goals of providing an improved, consistent, cost effective IT service for the business.

THE ITPM SOLUTION

ITPM were engaged at the outset of this project to help the client conduct a global IT contract service review and provide a roadmap sourcing that would support the new service strategy. ITPM were able to leverage its in-house IT sourcing expertise and broke the engagement down into two key stages. Firstly, ITPM conducted a full IT contract services audit to understand what contracts were in place and what

services they were delivering. In parallel with this activity ITPM conducted a high level requirements capture to establish the business service requirements. Once this information had been gathered ITPM then moved into an analysis stage firstly producing a contract service matrix denoting what services were being delivered in which region and where the high level gap/overlaps were.

This matrix enabled the identification of opportunities to rationalize the contract base and was fed into a contract services roadmap. During this process ITPM worked closely with the client in all regions to enable a sourcing roadmap to be created that logically dovetailed into the new global operating model.



RESULTS

- Global contract services roadmap produced
- Quick win contract sourcing opportunities identified enabling rapid cost/service benefits



SERVICES

- Strategic Consultancy – IT Sourcing
- Service Management – Consultancy (Service Strategy)