



Pricing Document- ISG ProBenchmark®

G-CLOUD 15. LOT 2B: SOFTWARE AS A SERVICE

ISG ProBenchmark® is a patented SaaS based benchmarking and market price intelligence platform. It provides instant access to current market price/ranges, detailed tower pricing reports and structure analysis based on current outsourcing contract data. It offers unparalleled access to the same benchmarking data it uses to conduct price benchmarks. Actual prices, based on actual contracts.

ISG ProBenchmark® Overview

Description



ISG ProBenchmark® is the only patented SaaS benchmark tool in the industry that can deliver accurate market price benchmarks for IT, carrier and Business Services.



Regions Covered

- North America
- EMEA
- Asia Pacific
- Latin America



Data

- Over 3,000,000 data points
- From over 2,000 tower contracts from last two years:
 - New deals, mid-term, and end-of-term deals to ensure all price points represented

Uses & Benefits

1 Time to Insight:

From Weeks to Minutes

- An advisor lead benchmark typically takes 4 to 12 weeks
- ProBenchmark® delivers results within minutes, providing instant insight for planning, negotiations, and decision making

2 Procurement Efficiency:

Focus Resources Where it Matters

- Probenchmark® allows IT and procurement professionals to benchmark all related contracts with minimal effort
- This can highlight which contracts are out of line with the market and therefore where to focus resources for maximum efficiency & return

3 Scenario Planning:

Identify Your Options

- Run various scenarios to understand strategic options
- Example: Input the scope of your current Service Desk contract, and then run scenarios with the same scope in various nearshore/offshore regions to identify potential savings opportunities

Scope



Data Centre & Cloud

- Backup
- IaaS
- Mainframe
- NW Device Management
- Platform
- SAP
- Security
- Server
- Storage



Workplace Services

- Service Desk
- Workplace
- Collaboration



Network Services

- Global Access
- Global DIA
- Global Internet Connectivity
- Global MPLS
- SIP Phone Number
- SIP Services
- SIP Usage



IT Labor Rates

- Resource
- Resource SI

ISG ProBenchmark® Pricing: Client Self Service Access

Details

- ISG ProBenchmark® calibrates its predictive models using pricing data from ISG led transactions, including newly signed deals, recent benchmark projects and contracts under management.
- ISG ProBenchmark® compares three key market values: typical market price, the market High (highest 10% or 25%) and low (lowest 10% or 25%).
- Input parameters include scope, volumes, service levels, geography and complexity, ensuring apples to apples comparisons.
- Users can easily run multiple “what if” scenarios to see the effect of changing the parameters/environment on market pricing.
- ISG ProBenchmark® is updated quarterly to ensure market price results are current and accurate.
- Initial configurations are set up by ISGs benchmark experts, to ensure results are apples to apples to the underlying service configuration.

Module	Item	£GBP
Module 1	Data Centre & Cloud - Backup - IaaS - Mainframe - NW Device Management - Platform - SAP - Security - Server - Storage	£35k per annum
Module 2	Workplace Services - Service Desk - Workplace - Collaboration	£35k per annum
Module 3	IT Labor Rates - Resource - Resource SI	£35k per annum
Module 4	Network Services - Global Access - Global DIA - Global Internet Connectivity - Global MPLS - SIP Phone Number - SIP Services - SIP Usage	£35k per annum

Subscription

ISG ProBenchmark® Price Monitoring Service

Details

- The ISG ProBenchmark® Price Monitoring Service allows enterprise clients to see up-to-date price competitiveness of their outsourcing transactions.
- Contracts get “out of market” over time. Proactively ensure your contract is price competitive throughout the entire term, not just when it’s time to benchmark, or renegotiate.
- Obtain monthly trend reports automatically as part of your subscription, work with a benchmark advisor on next steps, optionally access labor rate benchmarks

Ref.	Item	£GBP
1.0	Price Monitory Service • Contract value less than £10,000,000	£20k per annum
2.0	Price Monitory Service • Contract value between £10,000,001 and £25,000,000	£30k per annum
3.0	Price Monitory Service • Contract value greater than £25,000,001	£45k per annum



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