



## Service Description- 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



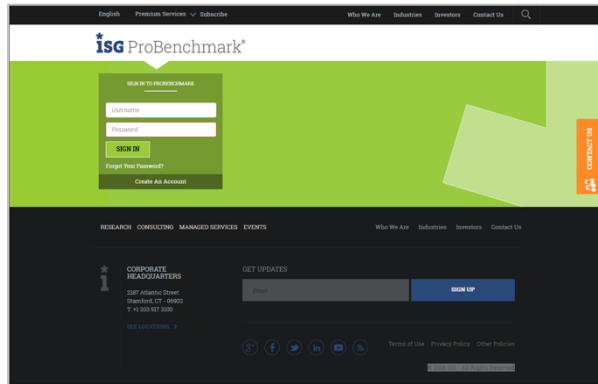
IT Labor Rates

- Resource
- Resource SI

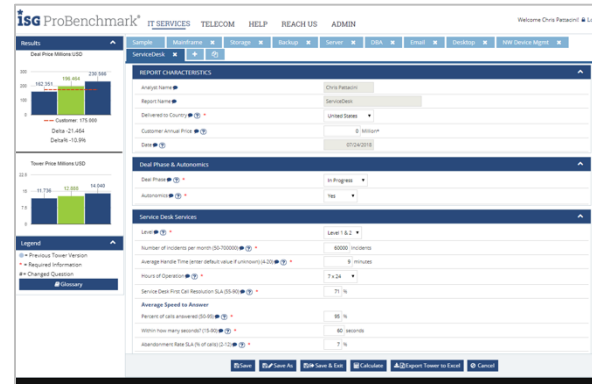
# ISG ProBenchmark® Competitive Market Pricing Intelligence

ISG ProBenchmark® has a user-friendly interface that delivers impactful results in minutes.

## Online SaaS Portal



## Data Entry Tool



## 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: the target market price, the market High (highest 10%) and low (lowest 10%).
- 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.

# Using Market Price Intelligence



- 1 Understand whether your contract pricing is market aligned at any point in its lifecycle.
- 2 Provide price level justification to internal stakeholders.
- 3 Track market price movement without an RFP or RFI.
- 4 Perform trend analysis for budget planning and to take early corrective action.
- 5 Help determine timing and strategy for more formal project benchmarks, contract renewal, renegotiation or recompetete.
- 6 Determine price competitiveness for new in-scope services.
- 7 Perform what-if analysis to understand the impacts of service configuration changes (increased volumes, service level changes).

# Proactively Learn When your Contract becomes Uncompetitive

Avoid contract value leakage with access to real-time market price intelligence.

1

At-a-glance dashboard visibility to contract price competitiveness against the market.

2

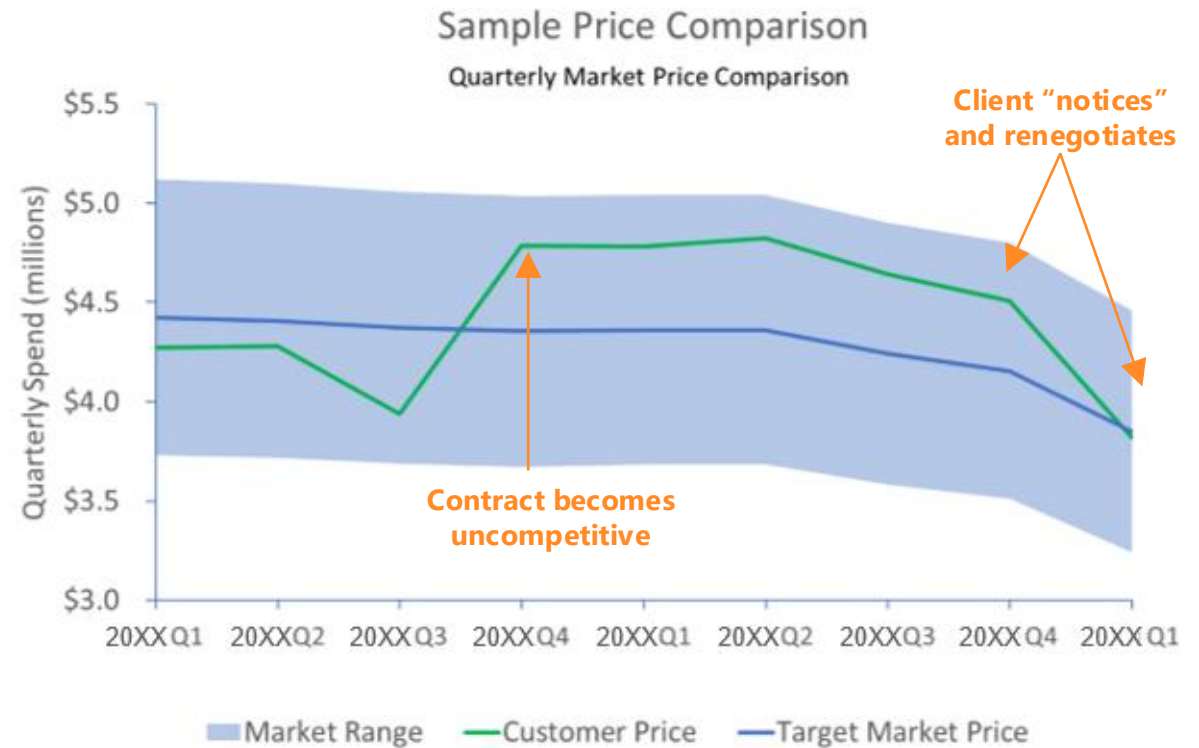
Level the playing field when it comes to price intelligence.

3

Timely, accurate and actionable results.

4

## Missed Savings of \$2M over 12 Months



Renegotiating a \$20M (ACV) contract six months earlier could result in an additional \$1M in savings\*

\*Assumes a 10% savings opportunity

# ISG ProBenchmark® Price Monitoring Service

The ISG ProBenchmark® Price Monitoring Service allows enterprise clients to see up-to-date price competitiveness of their outsourcing transactions.

## Real Time Price Intelligence

### Infrastructure Services

- Cloud/Hosting
- Desktop/E-Mail
- Service Desk
- Data Center



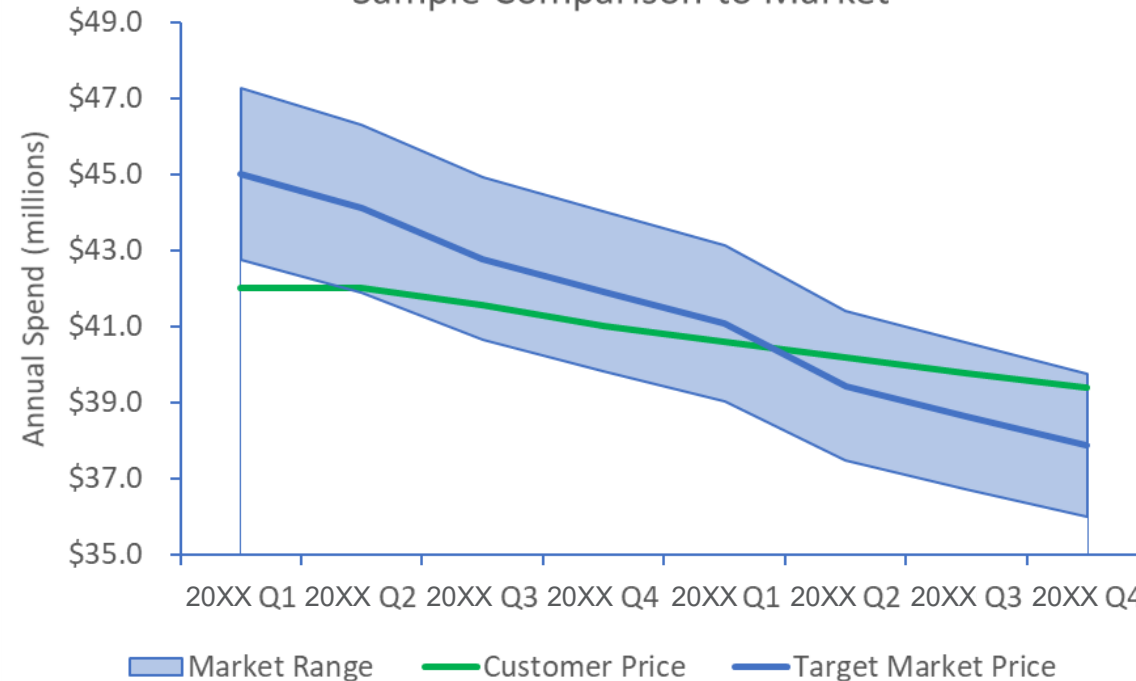
### Application Services

- Development
- Maintenance
- Quality Assurance
- Testing and Support



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.

Sample Comparison to Market



Proactively see exactly when your contract goes out of market, and by how much

Obtain monthly trend reports automatically as part of your subscription, work with a benchmark advisor on next steps, optionally access labor rate benchmarks

Renegotiating a \$20M (ACV) contract six months earlier could result in an additional \$1M in savings\*

\*Assumes a 10% savings opportunity



About ISG

[isg-one.com](http://isg-one.com)

**ISG is the partner to help you:** answer the critical questions, find the right providers, get the most out of your digital transformation and navigate major industry-defining trends.

**ISG is a global technology research and advisory firm.**

**1,300 employees**

In more than 20 countries

**800+ clients**

Including 75 of the world's top 100 enterprises

# We are technology advisors and researchers **who help your enterprise:**



## **Determine a future vision.**

Evaluate, establish and prioritize your most critical long-term business objectives.



## **Find the right partners.**

Source, evaluate and help you get the most from technology service providers, without conflict or compromise.



## **Lead rapid change.**

Redesign your operating model, using technology to drive faster and positive change across your organization.



## **Realize value at scale.**

Provide data and tools to optimize cost, governance organizational change, vendor management, and more.

# What matters most to your business?

## Our advisory is focused on it.



### Automation

Leverage robotic process and cognitive automation technologies.



### Cognitive and Analytics

Accumulate data capital and monetize it effectively.



### Digital Engineering

Move into a differentiated position in a secured, intelligent and connected economy.



### Networks

Create an optimal, right-fit network services strategy that adds significant value to your business.



### Sourcing

Find the right partners and make the best deals.



### Benchmarking

Track and meet your cost, performance and quality objectives.



### Cost Optimization

Drive greater value for your enterprise and get the most efficient and effective business operations and technology.



### Future of Work

Integrate the best of digital, physical and human solutions.



### Organizational Change Management

Empower your people to realize benefits faster and increase productivity through technology usage.



### Cloud Advisory

From strategy to implementation to managed services, we help you to define your Cloud journey.



### Business Operations

Transform general and administrative processes to deliver new efficiencies and unleash superior business value.



### Cybersecurity

Transform your existing information security into an agile and vigilant operation to protect your enterprise.



### HR Technology and Transformation

Engage the workforce of tomorrow and deliver value to the business in a new way.



### Software

Optimize your strategic software suppliers and ecosystems.



### Technology Modernization

Architect your organization's infrastructure and applications for success.

# Our data-driven research can help ground your buying decisions in objective and balanced evaluations.

Access the authoritative source  
for the latest data and trends  
in the global IT and business  
services industry with

**ISG Index™**

Track, compare and benchmark  
cost, quality and productivity  
across all functional areas of  
business and IT with

**ISG ProBenchmark®**

Monitor, understand and improve  
your partner relationships with

**ISG Experience  
Assessment Center**

Gain intelligence and insight  
on technology providers with

**ISG Provider Lens™**

Fuel your learning  
and networking with

**ISG Events™**



**Our SaaS platforms help you**  
benchmark your entire IT landscape,  
drive operational excellence,  
govern your third-party relationships  
and make strategic decisions.

**ISG GovernX®**

turns your third-party risk management complexity into clarity.

**ISG ProBenchmark®**

provides IT price benchmarking to ensure your outsourcing contract is price competitive.

**ISG Inform™**

is the only IT benchmarking solution that goes beyond cost and combines service quality and personnel productivity to provide a complete picture of your IT landscape.

**ISG Executive Insights™**

is an integrated data analytics platform that addresses the challenges of supplier proliferation and enables you to gather real-time insights to make strategic decisions.

# But what really sets us apart?

**Our data put us in a league of our own. It's data from:**

**\$475**

billion in sourcing deals

**29,500**

total engagements

**This results in insights,  
perspective and  
experience  
that no one else can deliver**



Thank You

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ISG (Information Services Group) (Nasdaq: IHI) is a leading global technology research and advisory firm. A trusted business partner to more than 800 clients, including more than 75 of the world's top 100 enterprises, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,300 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data. For more information, visit [www.isg-one.com](http://www.isg-one.com).