



Service Description- Network & Software Advisory Services

G-CLOUD 15. LOT 3: CLOUD SUPPORT

ISG Network Advisory Services offers a range of solutions, including network strategy and design, contract audit and forensic services, network sourcing, and transition and transformation services.

ISG Software Advisory Services leverage ISG's market insights, research analytics and pricing benchmarks to help clients effectively manages software assets, reduce costs and mitigate software compliance risks.



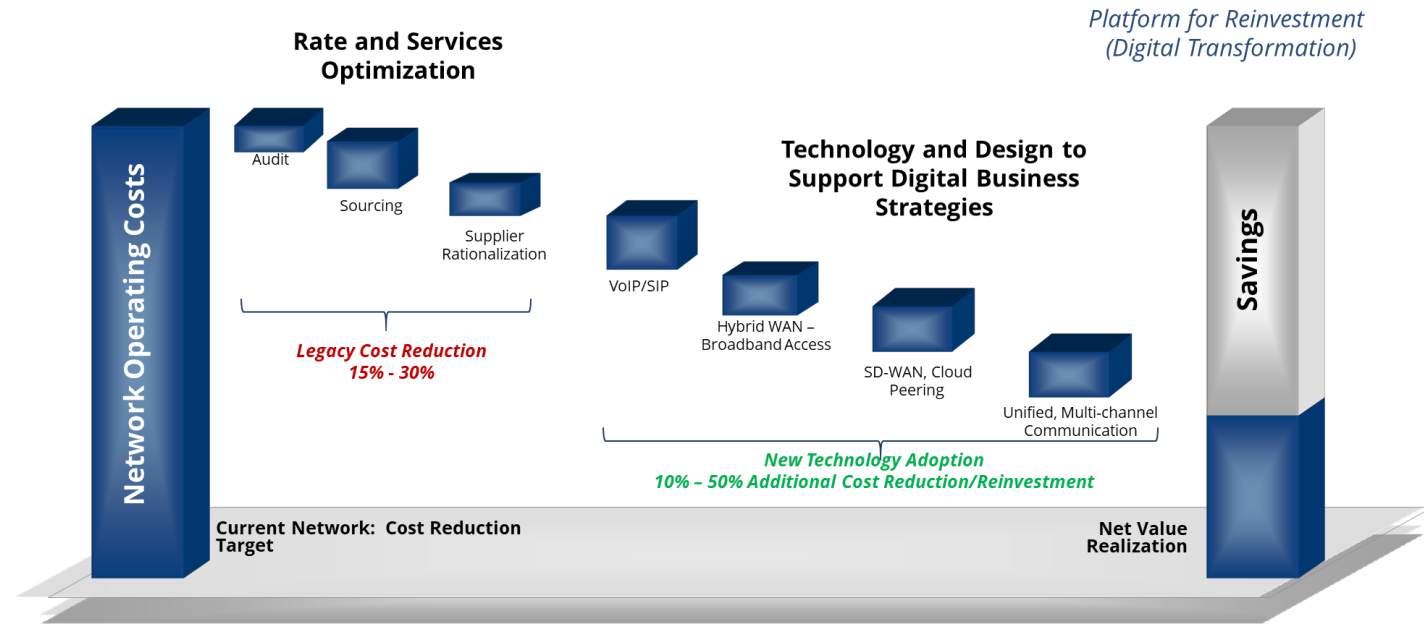
ISG's Network Optimisation & Sourcing

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ISG Network Advisory

ISG Network Advisory

- **Who we are:** dedicated team of 40 network sourcing and technology experts – delivering the most engagements in the industry (120+/yr., representing over £2B in contract revenue)
- **What we do:** help enterprise clients optimise their network environment, through technology review, driving out inefficiencies (real ££ savings) through invoice review and sourcing, advise on supplier selection, and negotiate/secure new, market-leading contracts
- **Why our clients need assistance:**
 - Today's enterprises are in urgent need of updating their networks to support digital business strategies. Networks need to enable all critical business applications through fast, secure, and predictable connectivity
 - IT budgets under pressure. Most enterprise networks contain savings opportunities
 - New network technologies/suppliers offer more efficient and higher-performing solutions



Average savings from Sourcing & Invoice Audit

23%

Highlights of ISG's Network Advisory Practice



Experience

Founded the network advisory market 30+ years ago and conduct 150+ engagement per year



Data

2,000+ contracts, £2B annual market spend and 3M+ active data points (<1 year old)



Global

Resources on the ground in Americas, EMEA, APAC - - all insights can be relevant even for US only contracts



Results

20-30% savings over the last 300 engagements plus technology transformation benefits

Influence

Executive relationships at every major provider



Research

300+ providers from blue chip to born-in-the cloud



Technology Breadth

Data center, cloud, connectivity, mobility, voice, UC, Contact Center, Cybersecurity



Commercial Models

Fixed fee, contingency fee or hybrid options available although proposed scope is 100% gain share at LPL's request



Clients Also Have Access to ISG's Network Experts



Planning

Assessment & Benchmarking
Strategy
Solution Design



Execution

Sourcing/RFP
Negotiation
Implementation Oversight



Optimisation

Client Success
Expense Management
Audit Inventory & Billing

Connectivity

Transport
SD-WAN
Managed Services
Site Reliability



Mobility

5G
Enterprise Mgmt.
MDM
IoT



Voice & UC

POTS Replacement
SIP Trunking
Audio/Video/Web
Collaboration



Contact Center

CCaaS
WFM
Analytics
AI



Cybersecurity

ZTNA
DDos
SASE
Incident Response



*Provider logos are representative examples not a complete list and may provide products/services in more than one category.

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Invoice Forensics & Network Audit Services

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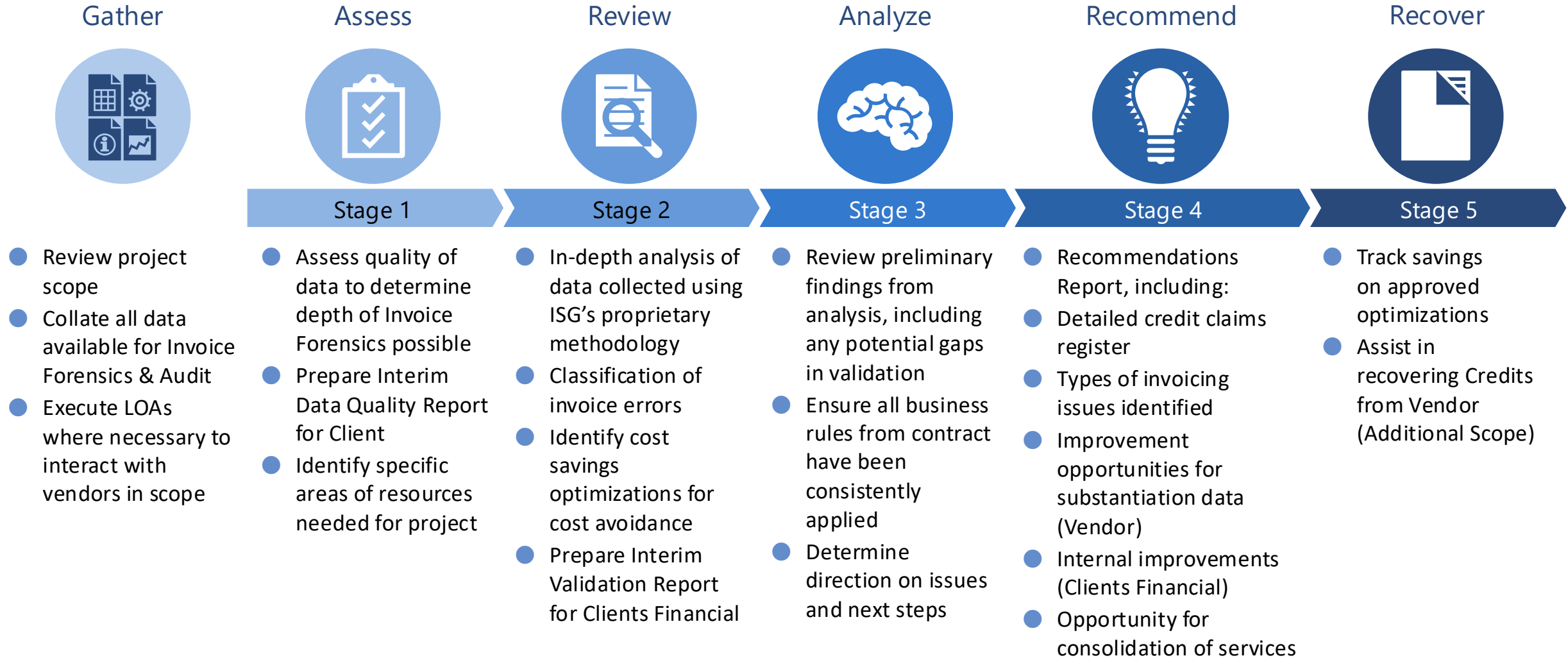
Invoice Forensics and Network Audit Services

- Invoice Forensics is a deep dive into past invoices to uncover *billing inaccuracies* and potential excessive charges
- By aligning supplier charges with *contractually agreed* terms, client internal data sources and detailed invoice substantiation from the supplier, ISG can validate invoice accuracy
- The Invoice Forensics analysis will include high level *spend analysis against market data* and recommend areas for additional optimization through contract restructuring or other actions
- *Savings* typically range from *3% to 10%*



ISG's Invoice Forensics & Audit Approach (8 to 12 Week Project)

Savings Can Often Start to be Recouped in First 2 to 4 Weeks



Invoice Forensics Benefits

Savings	Depending on type of service or product, the potential savings range between 3% and 10%
Cost Avoidance	By identifying the discrepancies through Invoice Forensics, the ongoing leakage can be prevented
Only pay for what is in the contract and/or currently utilised	Avoid paying for decommissioned site or assets, ex-employees or excessive project resourcing
Improve visibility of supplier spend and the make-up of that spend	Use spend information to make decisions when to decommission legacy systems, split spend between multiple suppliers to gain greater leverage or use the spend analysis when negotiating a new contract with the same or a different supplier in the same industry
Reduce Risk	Invoice Forensics is a control which will mitigate paying for excessive charges. Combined with on-going Invoice Validation, it is a powerful guarantee that negotiated savings and other benefits are realized



Software License Optimisation and Negotiation

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Overview of ISG Software Advisory



Experience

ISG Software Advisors are industry recognised practitioners and thought leaders in software provisioning, licensing, software asset management, and software audit defense. With an average of 25 years of experience, our Advisors are experts in software licensing models such as term, perpetual, commitment based and consumptive based SaaS, license metrics such as flat fee, named user, concurrent user, software engines, transactions, etc. and in creating the right deal frameworks to server our unique clients' unique business requirements and not the software providers' agenda. Our advisors have assisted hundreds of Forbes Global 2000 and FTSE 100 organizations across many different industry verticals and large public entities and optimised their investments in their software portfolio of products and services by maximizing each clients' run and invest costs. ISG in the prior 24 months has delivered over 300 software advisory engagements spanning License Optimisation and Negotiation, Software Audit Defense and Software Asset Management strategy and implementation.



Services

Benchmarking & Procurement

- Publisher Cost Benchmarking
- Contract Assessments
- Publisher Engagement Strategy Development & Negotiation Support
- Software Cost Baselining
- Software Category Services
- IT Sourcing Training Services
- Software Monetisation Services
- Business Case Development

Mergers & Acquisition Support

- Synergy Assessment
- Diligence phase planning
- Post-Merger Integration planning & execution
- TSA Negotiation Support
- License usage Assessment & Use Optimisation
- Strategy & Commercial Impact Assessments

Software Lifecycle Management

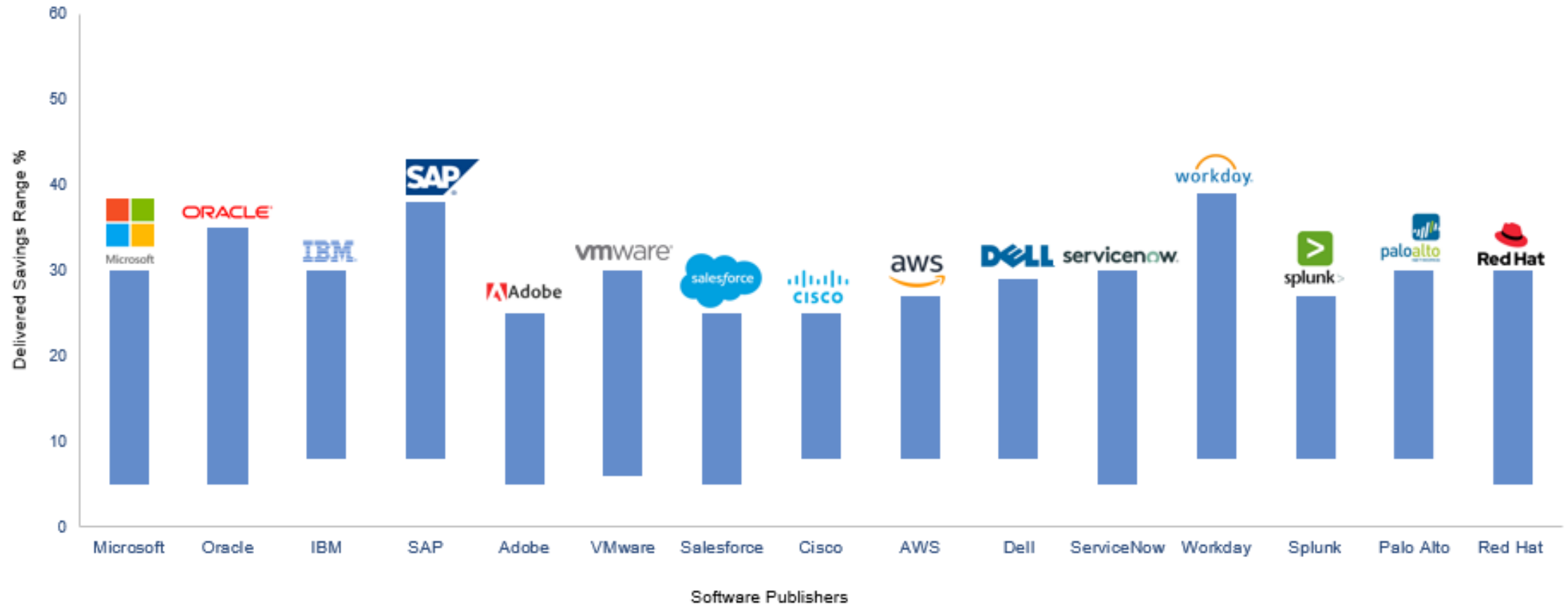
- Software Asset Management Business Process Design
- Software Asset Management Application Advisory, Selection & Configuration
- License Entitlement Evaluation and Recovery Strategy Assistance
- Software Audit – Compliance readiness and risk remediation

Transformation

- Digital Business Enablement and Optimization.
- Organisation and operations design and implementation.
- Systems Integrator Selection
- Application Support Management sourcing and implementation.
- Organizational Change Management

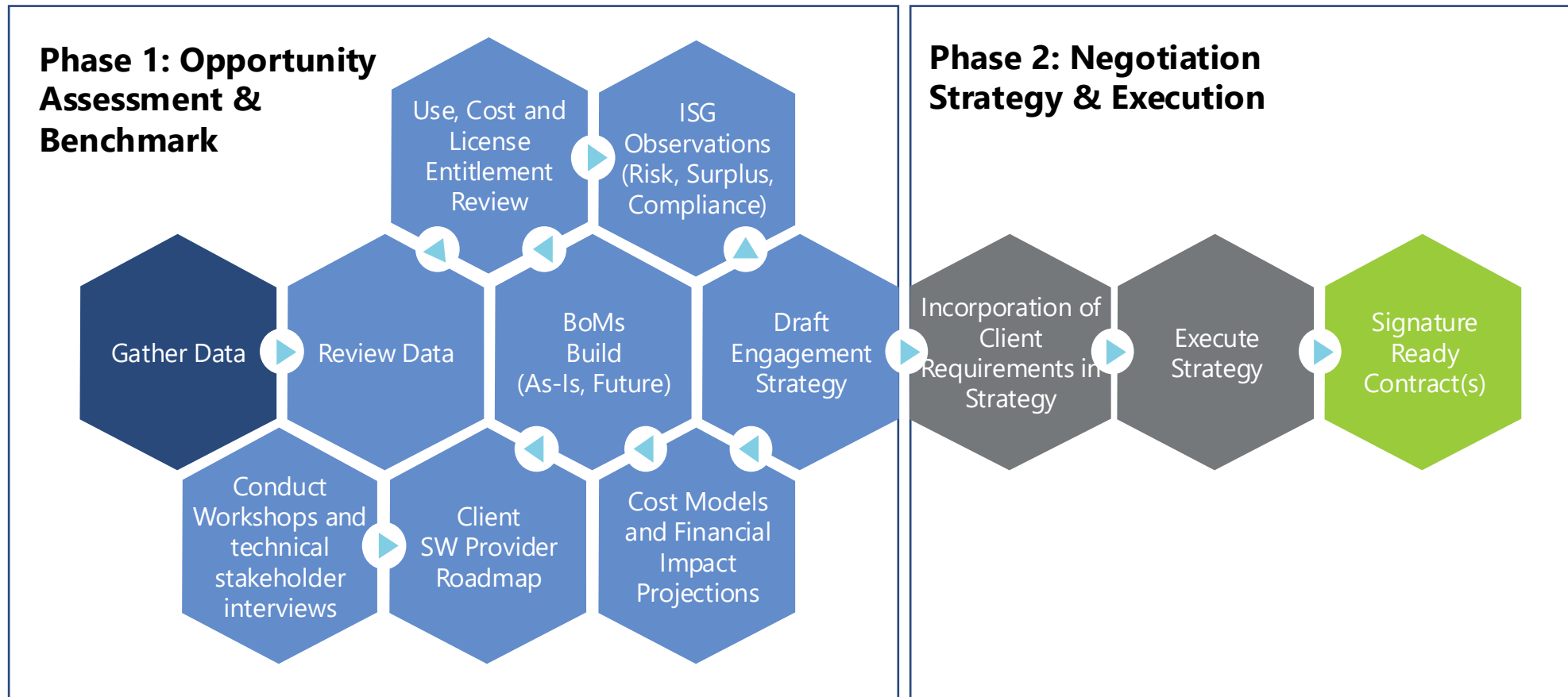
ISG has Deep Expertise within the Top Software Publishers, and beyond, to Transact Better for High Cost, Business Critical Technology

We specialize in the specific insights and techniques unique to each leading supplier and deliver superior results. Here is a partial sample of historical outcomes driven:



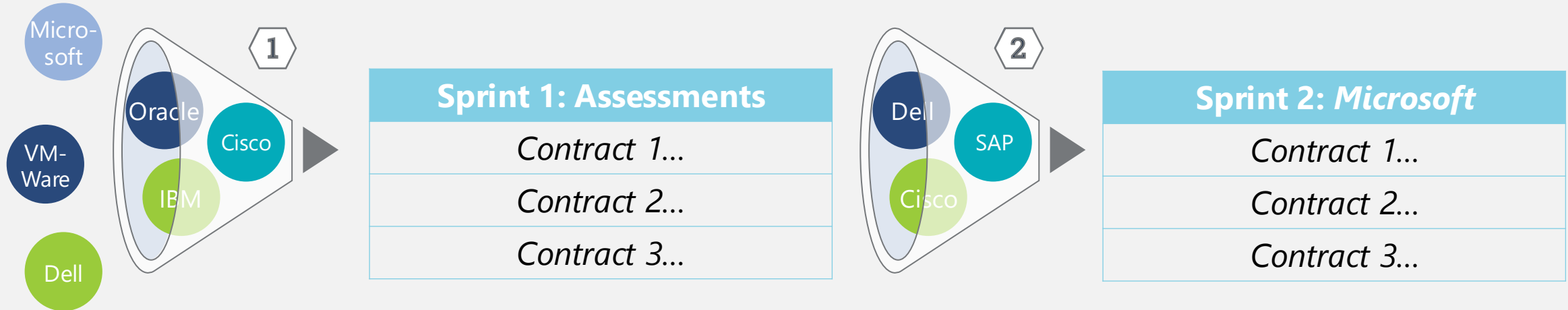
*Non-Exhaustive List of Software Providers see top provides on slide 5

Software License Optimisation and Negotiation Approach



ISG will work with Client's stakeholders to schedule stakeholder interviews, workshops and collect data (which includes but is not limited to consumption data, agreements, approved demand, etc.) to build a Bill of Materials, assess utilization (including compliance risks and shelfware), review software roadmap to build a Software Engagement strategy based on our Client's unique business and use requirements and to support them in its implementation

Supporting Client's to Identify & Realise Savings



- **Step 1:** ISG will first scan the agreements to determine impact ability. Once determined that the contract can be impacted in '24 or '25, ISG will review the contracts identified, identifying those contracts, by vendor, that are seen as 'addressable'. Addressable contracts are those that are due for renewal within the next 6-12 months, or have an associated material transaction; and are mutually agreed to by both parties
- **Step 2:** Working collaboratively, ISG will prioritize those shortlisted contracts, by vendor, that meet the agreed criteria (e.g. £ value, strategic importance, ability to influence) or work on other mutually agreed projects proposed by the Client
- **Step 3:** Finalise those Vendors or Contracts that will be aligned to each Sprint. A Sprint may refer to a single vendor, a single contract or a collection of different Vendors and Contracts
- **Step 4:** Repeat process for subsequent Sprints, identifying those Vendors and Contracts on an ongoing basis to continue to identify and realize benefits for our Clients.



3. Baselines and Data Requirements

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Software Baseline & Gainshare

- Client and ISG will jointly develop a Baseline of current proposed Software, Network or other Vendor spend detailing pricing of all applicable cost components. Upon receipt of this information, ISG assesses that information to accurately reflect Client's In-Scope Products. The Baseline will be adjusted by ISG and Client based on information provided to reflect projected or anticipated In-Scope Product purchases
- For In-Scope Products, the Clients original proposal agreement provided to ISG and received from the respective Vendor ("Proposal") will be the rates from which Cost Savings will be measured. For services, rate elements and discounts not addressed in the Proposal, ISG and Client will jointly establish a baseline rate and/or discount for In-Scope Products in order to measure Cost Savings. The foregoing rates are collectively referred to herein as the "Baseline Costs"
- Cost Savings shall be the difference between the applicable Baseline Costs and the effective rates and discounts contained in Client's new or amended agreement(s), multiplied by the volumes identified in the Baseline or in any future purchase orders. Cost Saving will reflect the total contract value (TCV) savings under the respective new or amended agreement based on the mutually agreed Baseline and any planned purchase orders

ISG Data Requirements

Client to provide key data artefacts to perform each negotiation and a sub-set of this for Audit & Forensics



- One to three-year historic spend
- 18–36-month projected consumption by product
- All current Agreements and pricing sheets for consolidation review
- Current entitlements and product counts
- Current offers that are under consideration for near term purchase
- Insight into whether vendor spend is in growth mode or steady state by product
- Insight regarding audits or compliance concerns
- Insights into any current related internal initiatives or projects
- Access to a SME(s) to discuss:
 - State of the provider relationship
 - Growth or net new product requirements
 - Potential product replacement or risks
 - Concerns with previous negotiations and framework
- Material potential events or changes in scope



About ISG

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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 Relationship360™

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.