



Service Description- ISG Inform™

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

ISG Inform™ arms IT organisations with data that delivers actionable insights into performance against market comparators for cost transparency, digital readiness and IT efficiency. ISG Inform™ has functionality to support what-if scenario-building, budgeting and planning use cases.

ISG Inform™ Overview

Advanced Analytics Designed to Enhance IT Performance



Compare data to a global validated database with up to **750 unique dataset segmentations**.



On-demand access to **1,000 IT metrics** that are easy to understand.

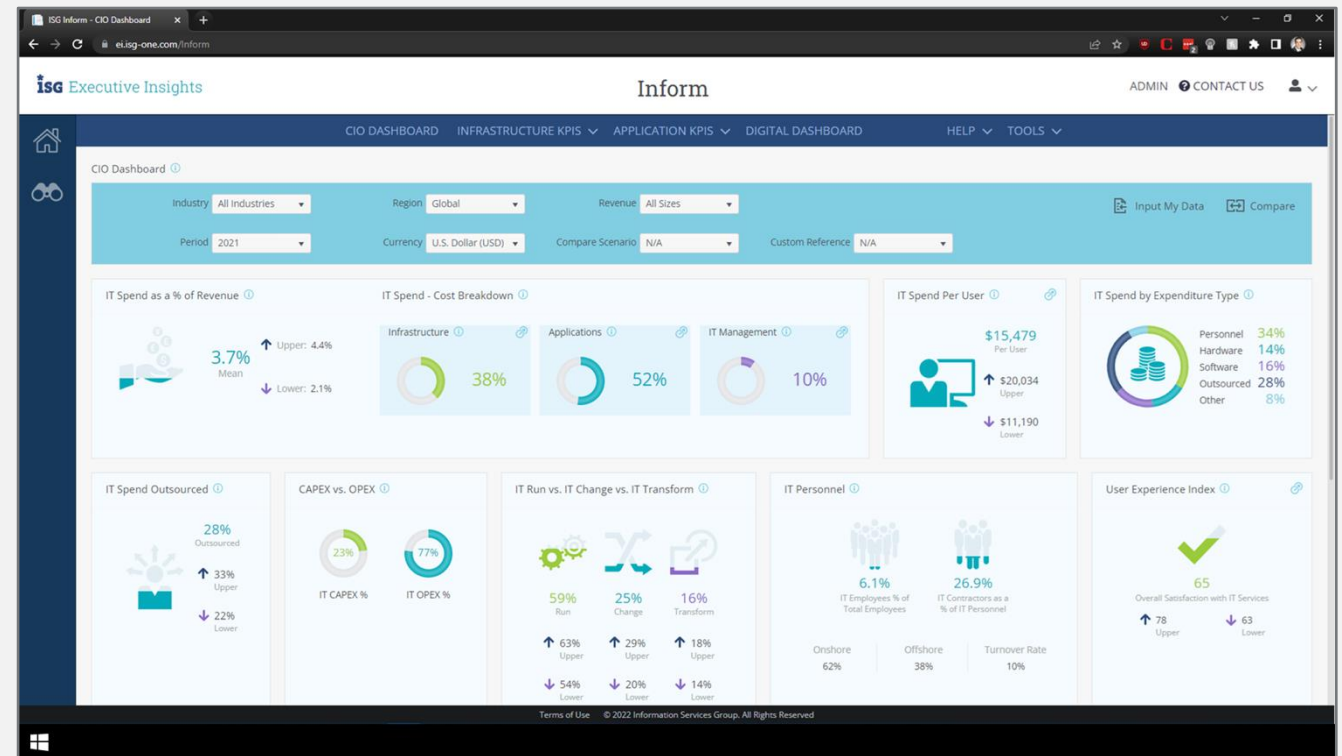


Empower informed decision-making across **16 IT dashboards**.



Easily identify **performance optimisation opportunities**.

ISG Inform™ is an easy-to-use, cloud-based delivery platform accessed via isg-one.com.



ISG Inform™ provides instant access to ISG's deep global data assets and insights in real time.

What is ISG Inform™?

ISG Inform™ is an easy-to-use, Data as a Service delivery platform, accessed via isg-one.com, that provides our clients **instant** access to ISG's deep global data assets and insights.



On Demand
benchmarking
Service.



Delivers **comparisons**
of your IT performance
and spending instantly.



Certified
Information Security
Management System
which complies with
the requirements
of ISO/IEC 27001:2013.



Peer-based
comparisons with
proactive views
of performance
and insight.

ISG Inform™ KPIs

Key Metrics	CIO Dashboard	Applications	Infrastructure	Digital
Cost Efficiency	IT Spend as a % of Revenue	Cost Per Hour Worked		
	IT Spend Per User	Cost Per Contact	Annual Cost per Volume Supported	Spend per Employee
	Cost Breakdown by Type	Annual Cost per Employee/Contractor	Annual Cost per Employee/Contractor	Spend as % of Revenue and IT Spend
	IT CAPEX vs. IT OPEX	Cost Breakdown by Expenditure Type	Cost Breakdown by Expenditure Type	Cost Breakdown by Expenditure Type
	IT Run vs. IT Change vs. IT Transform	Cost Breakdown by Application Type		
Quality of Service	User Satisfaction Score	On-Time and On-Budget Delivery %	Availability %	
		Release Rate and Automated Testing %	Utilization %	Revenue Growth from Digital Initiatives
		Average Build Time	Provisioning Time	Customer Retention from Digital Initiatives
		Enhancements/Defects Per Application	Recovery Time	Decreased Expenses from Digital Initiatives
		Defect Close Rate and Defects by Severity	Incident Response and Resolution Times	
Staffing Efficiency	IT Employee % of Total Employees	Offshore %	Volume Supported Per FTE	Digital Employee % of Total Employees
	Employee and Contractor Breakdown	Employee and Contractor Breakdown	Employee and Contractor Breakdown	Employee and Contractor Breakdown
	Turnover Rate	Project Allocation	Outsourced %	Outsourced %
Dataset Selections	40 Filters for Industry, Region, and Size	35 Filters for Industry and Region	20 Filters for Region and Size	40 Filters for Industry, Region, and Size
		Development vs. Maintenance	10 Technology Service Areas	

Compare Your IT Spend to Industry Peers!

Try ISG Inform™ to see how your IT spend, along with other key performance indicators, measure up against your peers.

How do you measure up against your Industry peers?

Take us for a test run to see what kind of information you could be getting and how that information can help you make better business decisions.

* Questions marked with an asterisk are necessary for a result.

* What industry are you associated with?

- Select -

* What is your company's annual IT spend?

10000

In \$ (ex: \$2,000,000)

How many IT users are in your company?

1

What is your company's annual revenue?

10000

In \$ (ex: \$2,000,000)

What is your company's annual Cybersecurity spend?

10000

In \$ (ex: \$2,000,000)

What is your company's annual Cloud Services spend?

10000

In \$ (ex: \$2,000,000)

Percentage of IT spend for **running** the business:

50

Percentage of IT spend for **changing** the business:

25

Percentage of IT spend for **transforming** the business:

25

View Quick Results

INDUSTRY AVERAGE

0%

YOU?

100%

RESULTS FOR: Diversified Financials

Sample

IT Spend as % of Revenue

Measures the annual IT budget (opex + capex) for IT infrastructure, application development and maintenance, and IT management services, in-house and externally sourced, as a percentage of annual company revenue.

You

6.0%

Industry

7.13%

Min

3.5%

Max

10.8%



You are:
15.9% Below industry mean

If your IT spend as a percentage of revenue is more than 5% lower than your industry peers, it could point to limited investment in IT, more efficient IT operations (higher standardization/automation), or a higher leverage of offshore/nearshore resources compared to organizations in your industry. For further insight, check the proportion of IT spend on run, change, and transform activities against your peers to see where they are investing.

IT Spend Per User

Represents the annual IT spend divided by the total number of users eligible to receive IT services, a high-level unit cost for IT services.

You

\$20,690

Industry

\$17,546

Min

\$11,836

Max

\$23,256



You are:
17.9% Above industry mean

If your IT spend per user is more than 5% higher than your industry peers, it could mean more investment in digital transformation activities, a lower number of users (less scale), or more substantial business reliance on IT (higher complexity/innovation) compared to organizations in your industry. For further insight, check the proportion of IT spend on run, change, and transform activities against your peers below.

ISG Inform™ Free Widget: <https://isg-one.com/platforms/isg-inform>

ISG Inform™ Demo Video: <https://www.youtube.com/watch?v=YvT7wt8aD80>



CIO Dashboard

Industry All Industries

Region Global

Revenue All Sizes

Input My Data

Compare

Period 2021

Currency U.S. Dollar (USD)

Compare Scenario N/A

Custom Reference N/A

IT Spend as a % of Revenue

3.7%
Mean

↑ Upper: 4.4%

↓ Lower: 2.1%

IT Spend - Cost Breakdown

Infrastructure



38%

Applications



52%

IT Management



10%

IT Spend Per User

\$15,479
Per User↑ \$20,034
Upper↓ \$11,190
Lower

IT Spend by Expenditure Type

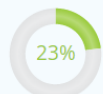


Personnel	34%
Hardware	14%
Software	16%
Outsourced	28%
Other	8%

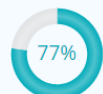
IT Spend Outsourced

28%
Outsourced↑ 33%
Upper↓ 22%
Lower

CAPEX vs. OPEX



IT CAPEX %



IT OPEX %

IT Run vs. IT Change vs. IT Transform

59%
Run25%
Change16%
Transform↑ 63%
Upper↑ 29%
Upper↑ 18%
Upper

↓ 54%

↓ 20%

↓ 14%

IT Personnel

6.1%
IT Employees % of
Total EmployeesOnshore
62%26.9%
IT Contractors as a
% of IT PersonnelOffshore
38%Turnover Rate
10%

CIO Dashboard View

65
Overall Satisfaction with IT Services

↑ 78
Upper

↓ 63
Lower



About ISG

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.

1,600 employees

In more than 20 countries

900 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:

\$485

billion in sourcing deals

32,000

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 900 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 1,600 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.