Service Description- ISG GovernX®

G-Cloud 15. Lot 2b: Software as a Service (SaaS)

ISG GovernX® is a digital supplier and contract management platform. It automates the entire end-to-end contract lifecycle enabling strategic third-party supplier relationships by providing a complete, customised view of users' contract and supplier ecosystem. ISG GovernX® improves supplier performance and collaboration, decreases spend, ensures regulatory compliance and mitigates third-party risk.

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Key Challenges in Managing Providers and Contracts

Proactively Assure Value and Drive Performance

- Limited performance visibility
- Lack of trust
- Poor service delivery
- Poor relationships

Visualise Spend and Reduce Cost

- Limited spend visibility
- Contracts sitting in desk drawers
- Renewing contracts is a fire drill

Verify Third-party Compliance and Mitigate Risk Exposure

- Poor audit results
- Exposure of lax supplier/contract management
- We don’t know what we don’t know

Accelerate Transformation

- Cannot onboard/ offboard suppliers quickly
- Limited data and insights
- Automate to reduce cost

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ISG's GovernX® Platform

ISG GovernX™

ISG GovernX® is an innovative ISG platform that combines industry best practices, state of the art technology based on expert supplier management experience enables to maximise supplier value and optimise operating expense.

- Onboard Contracts/ Renewals, Portfolio Optimisation
- Assure Deliverable and Obligation Compliance
- Verify Invoice Accuracy and Worth
- Assess and Address Service Performance
- Administer Contract Changes, Contract Optimisation
- Administer Governance Forums
- Manage Closed-Loop Supplier Issues
- Manage Governance Action Items
- Monitor and Manage Third Party Risk
- Oversee Transitions/ Transformations

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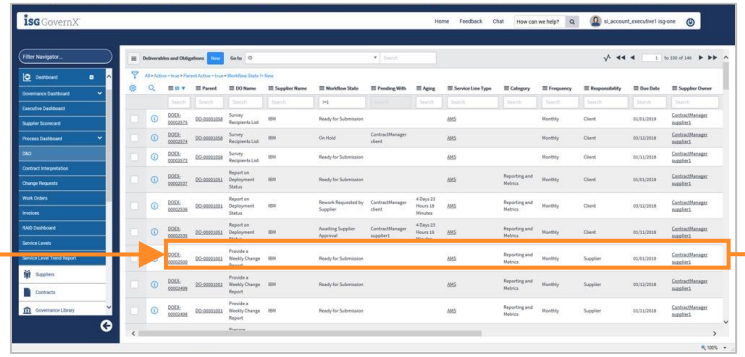
ISG GovernX® Supplier Management Technology

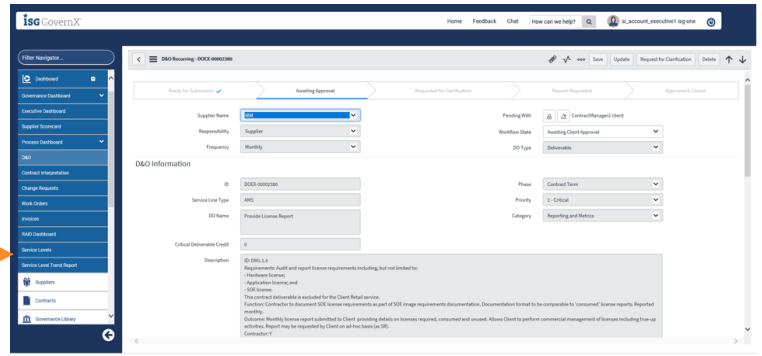
Intuitive user views and navigation enable stakeholders to unlock the power of transactional data…

Dashboards

Listing Pages



Workflows



- Contract Deliverables and Obligations
- Change Requests
- Work Orders
- Supplier Issues
- Governance Action Items

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ISG GovernX® Dashboards

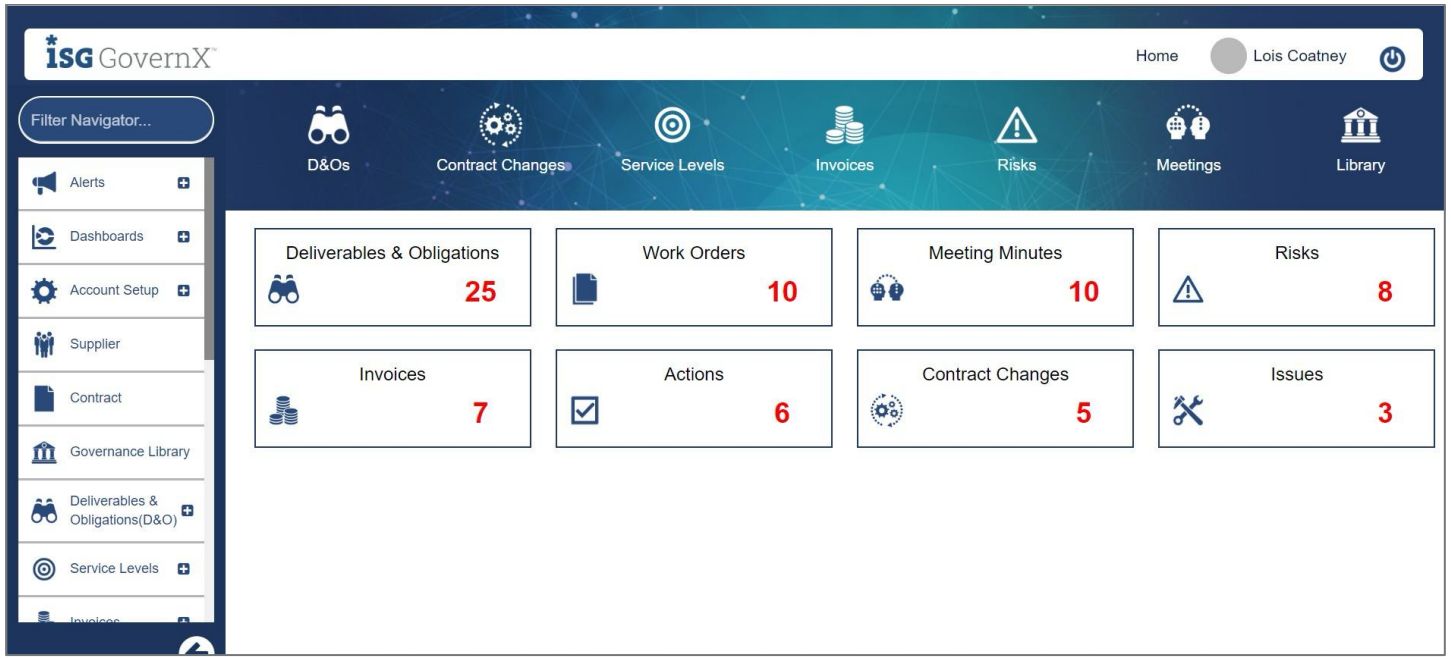
Dashboards	Contract	Financial	Performance	Relationship

Highlights and Key Points:

Active dashboards provide stakeholders with access to information and full process transparency.
Dashboard types include:

- Event Alert Dashboard
- Executive Level Dashboard
- Supplier Level Dashboard
- Process Level Dashboards:
  - D&O Dashboard
  - SLA Dashboard
  - Invoice Dashboard
  - Work Order Dashboard
  - Etc.

Provides stakeholder transparency to the health of the relationship and the status of key governance events



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Maintain a Single Source of Truth – Lifecycle Data

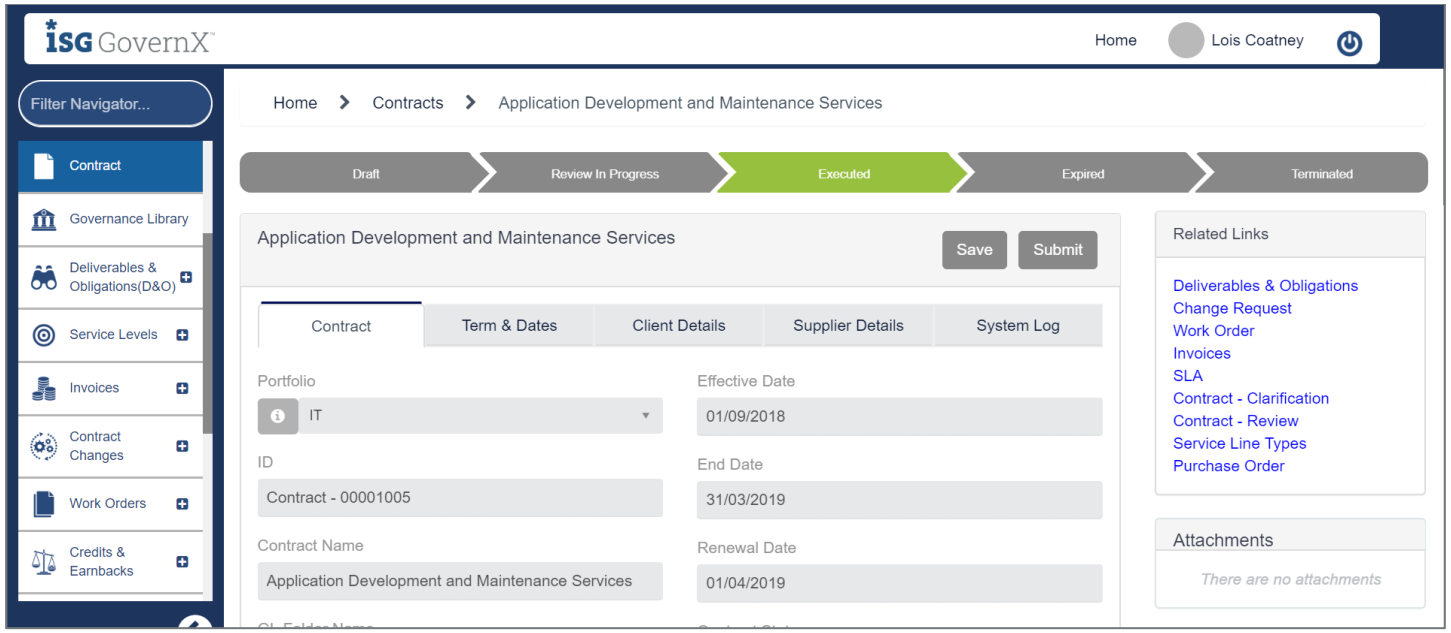
Dashboards	**Contract**	Financial	Performance	Relationship

Highlights and Key Points:

All contract related documents and audit trail are stored for easy retrieval, including:

- Deliverables and Obligations
- Change Requests
- Work Orders
- Invoices
- SLAs
- Approved and requested clarifications
- Service Line categorisation
- Associated Purchase Orders

Capture all relevant information throughout the provider lifecycle and use as a basis for a "single source of truth" for joint stakeholders



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Maintain a Single Source of Truth – Contract Document Data

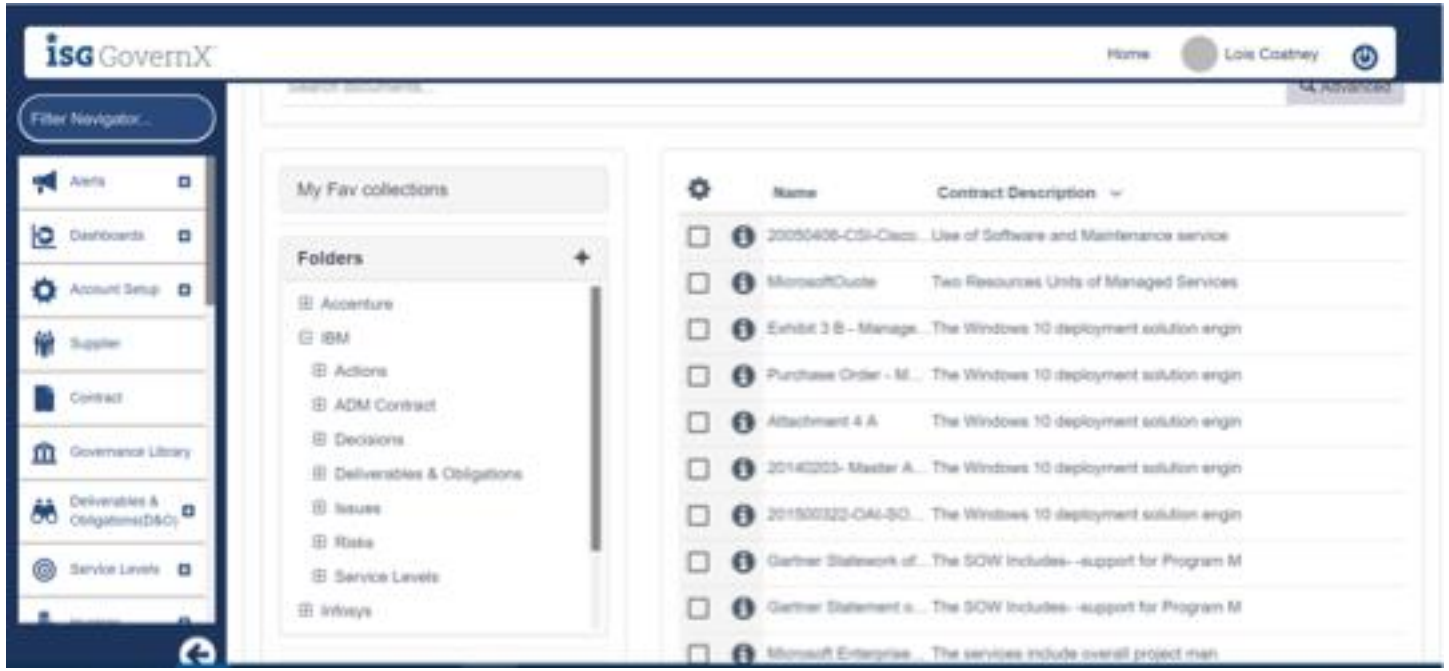
Dashboards	**Contract**	Financial	Performance	Relationship

Highlights and Key Points:

Includes maintaining latest version of contract documents and audit trails for easy retrieval, including:

- Deliverables and Obligations
- Change Requests
- Work Orders
- Invoices
- SLAs
- Approved and requested clarifications
- Associated Purchase Orders

Capture all relevant information throughout the provider lifecycle and use as a basis for a "single source of truth" for joint stakeholders



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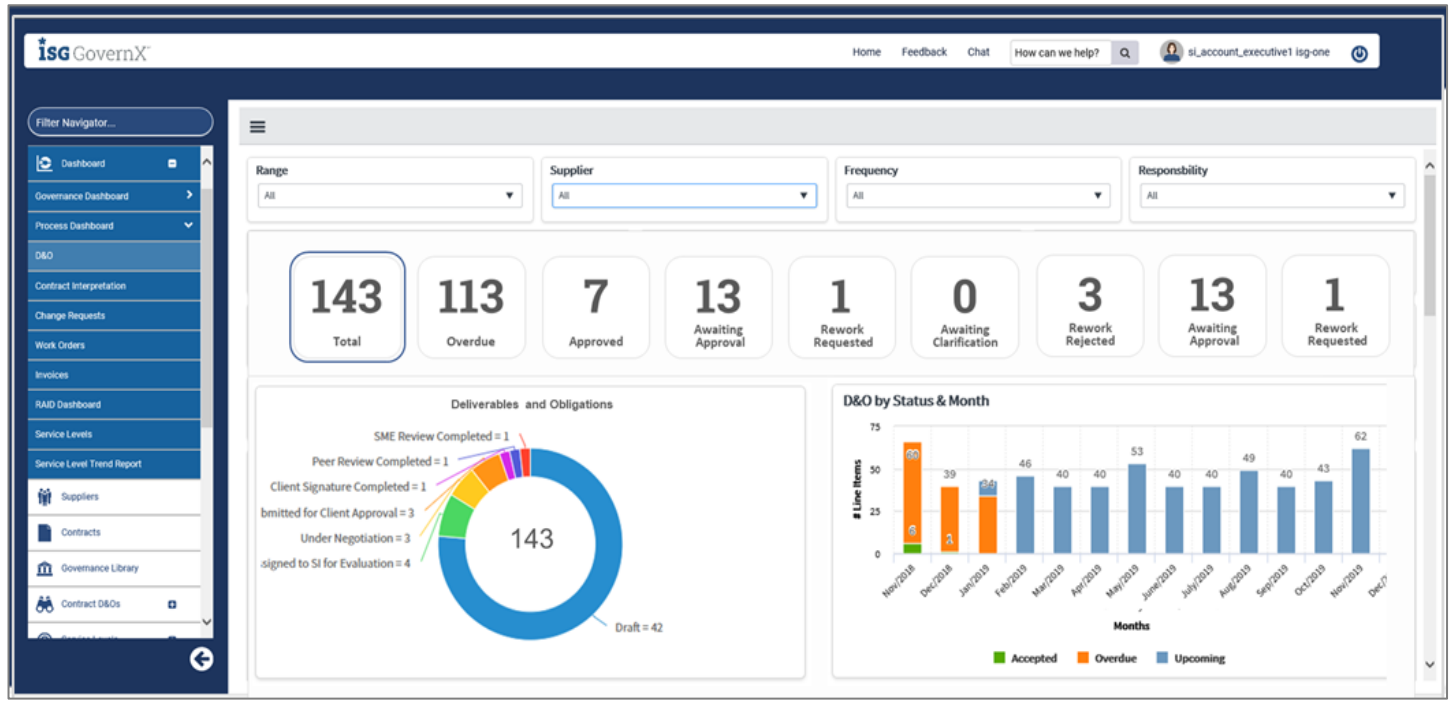
Assure Deliverable and Obligation Compliance

Dashboards	**Contract**	Financial	Performance	Relationship

Highlights and Key Points:

- Cognitive technology to extract deliverable and obligations for contract documents
- Automated stakeholder notification of upcoming or overdue commitments
- Supplier collaboration and evidence submission
- Automated review workflows
- Active process performance monitoring
- Dashboards – 'Compliance at a Glance'
- All stakeholder interactions are captured
- Foundation for alignment and trust development

Extract contract deliverables and obligations and use them as a foundational unit for measuring contractual compliance.



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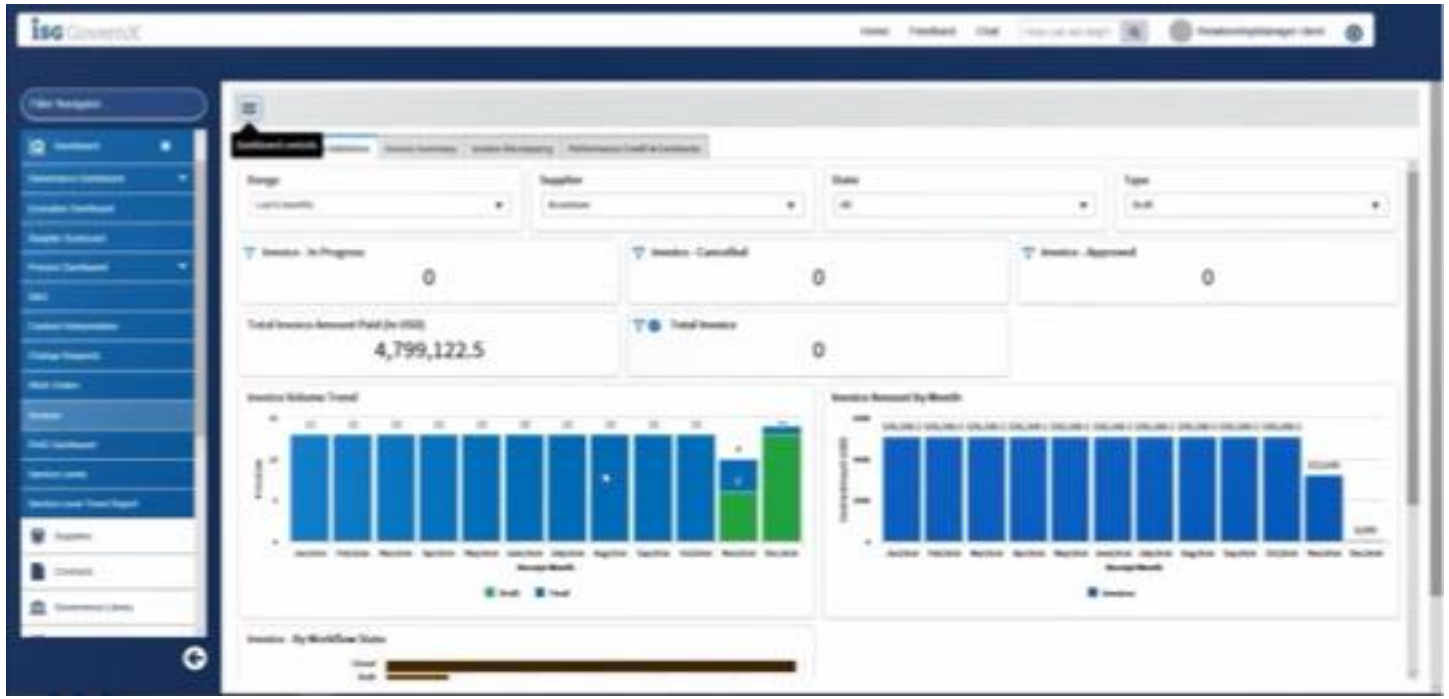
Verify Invoice Accuracy and Value

Dashboards	Contract	Financial	Performance	Relationship

Highlights and Key Points:

- Cognitive technology to capture key contract reference data, including: ARC/RRC rate bands; base charges; volume discount rates; credits; time and material rate cards; milestone payments, etc.
- Capture and maintenance of support data used to validate invoice line items
- Configurable invoice review workflows to ensure approval of all invoice line items
- Performance credits and earn back tracking and administration
- Automated invoice validation (capability available for an additional charge)

Efficiently manage invoices based on what was committed in the contract and reconcile invoice amount against performance expectations.



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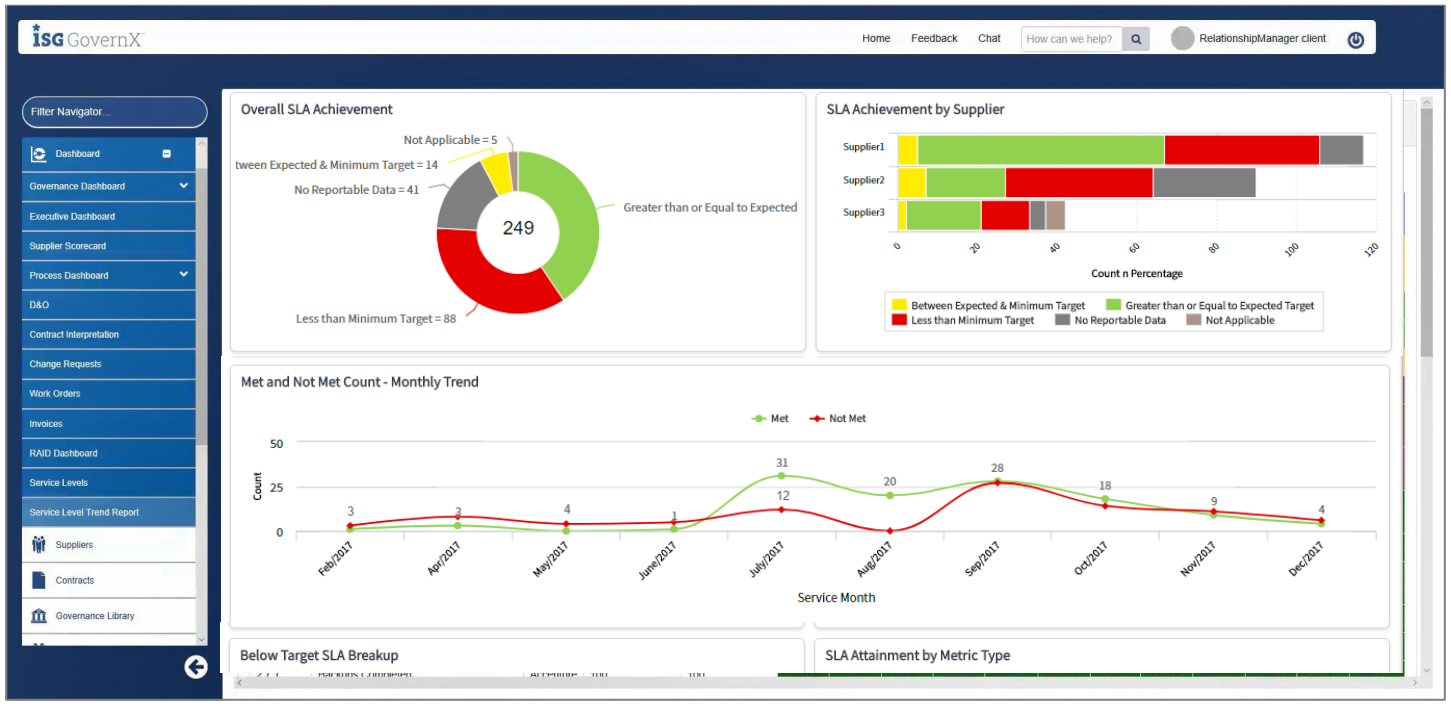
Access and Address Service Performance

Dashboards	Contract	Financial	Performance	Relationship

Highlights and Key Points:

- Capture and encoding of each contractual service level commitment
- Track and report on performance based on received data and contractual terms
- Configurable workflows to ensure approval of service levels
- Integration with internal systems – I.e., service management and project management systems via APIs and/or file transfer (capability available for an additional charge)
- Automated service level validation (capability available for an additional charge)

Track and address performance objectives with "fact-based" data and trend analysis information that all governance stakeholders can rely on.



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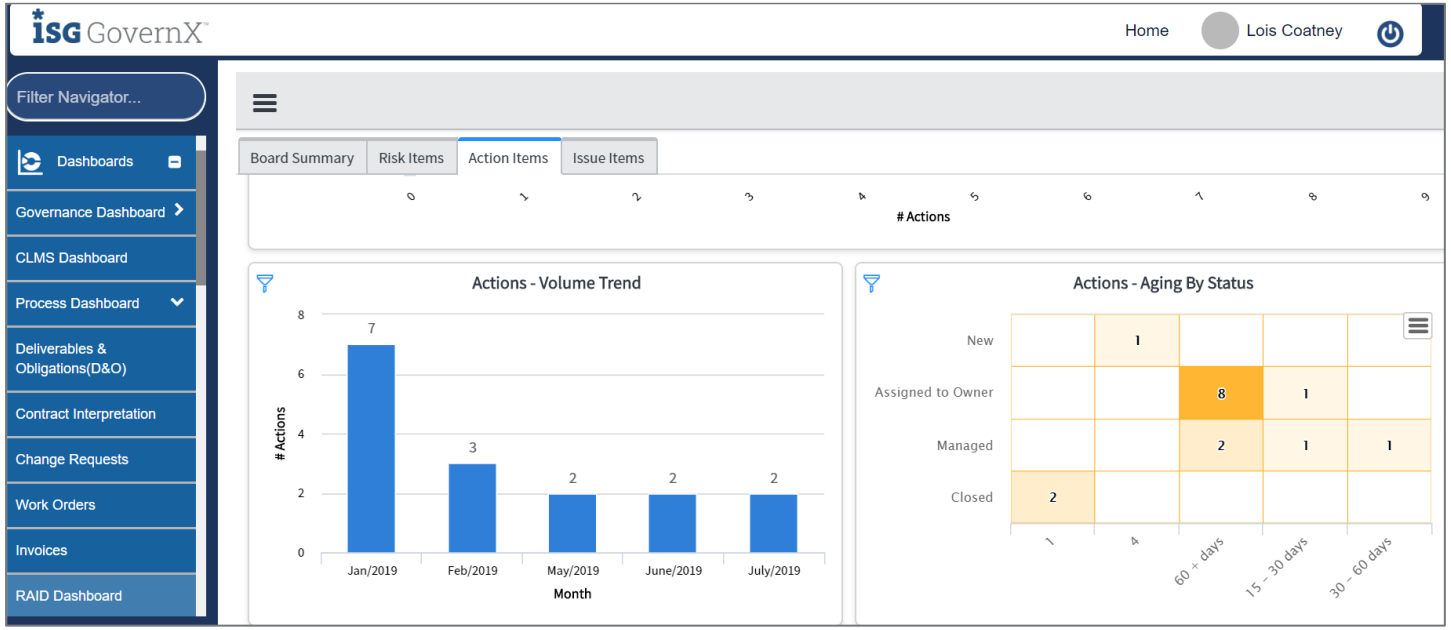
Administer Governance Forums/Issues and Actions

Dashboards	Contract	Financial	Performance	Relationship

Highlights and Key Points:

- Enable joint stakeholder alignment through active management of governance forums
- Maintain forum schedules, agendas, attendance, and meeting minutes
- Monitor the health and performance of all supplier management disciplines in real-time
- Optimise resolution cycle-times and provide transparency into performance bottlenecks through issue and action management

Manage and measure relationships objectively, and enable fact-based decision making, rather than relying on subjective perceptions.



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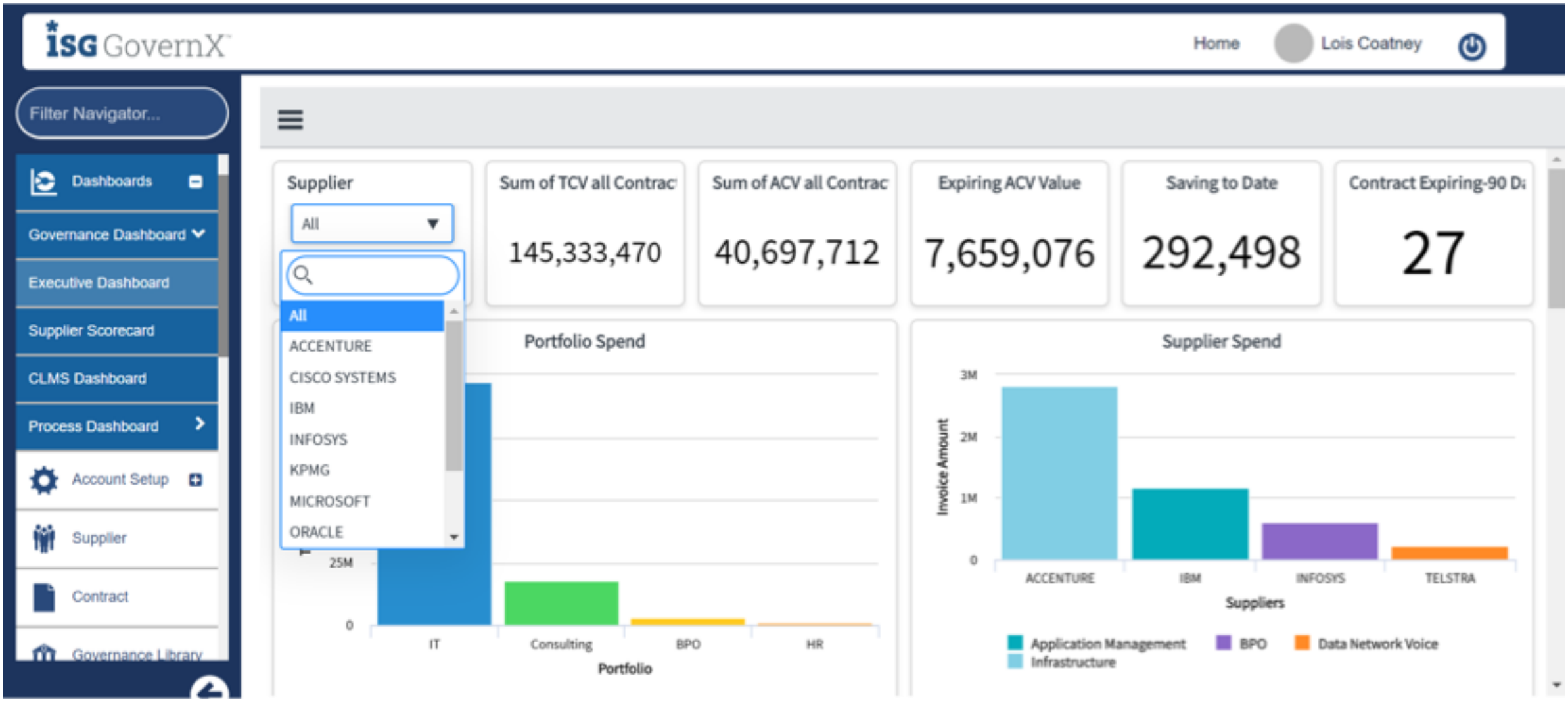
Executive Dashboard



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Supplier Dashboard

ISG GovernX

Home | Lois Coatney

Filter Navigator...

- Dashboards
- Governance Dashboard
- Executive Dashboard
- Supplier Scorecard
- CLMS Dashboard
- Process Dashboard
- Account Setup
- Supplier
- Contract
- Governance Library

Supplier

All

All
ACCENTURE
CISCO SYSTEMS
IBM
INFOSYS
KPMG
MICROSOFT
ORACLE

Sum of TCV all Contracts	Sum of ACV all Contracts	Saving to Date
145,333,470	40,697,712	292,498

Spend to Date	Invoices In Progress	Deliverable Missed	Changes Approved
4,819,223	59	154	33

ount by Month

Change Request Financials

Financial Impact / Workflow State	Bucket	15 - 30 days	30 - 60 days	60 + days	Sum
Draft			$0.00	$1,200.00	$1,200.00
Executed				$84,089.00	$84,089.00

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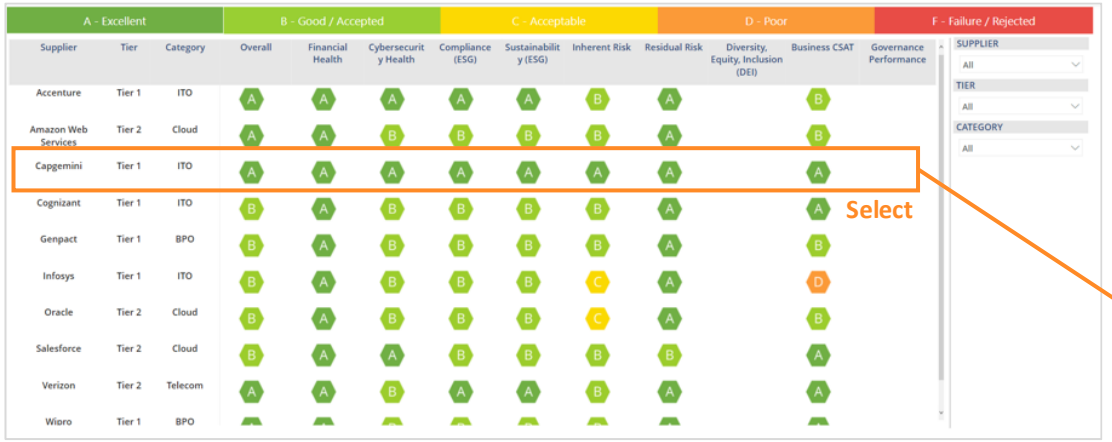
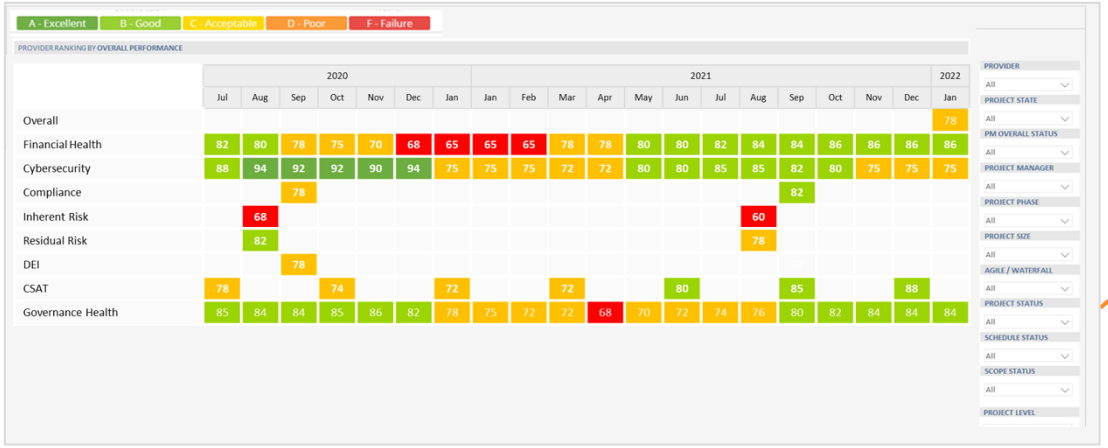
Current and Historical Insights

Provider Scorecard



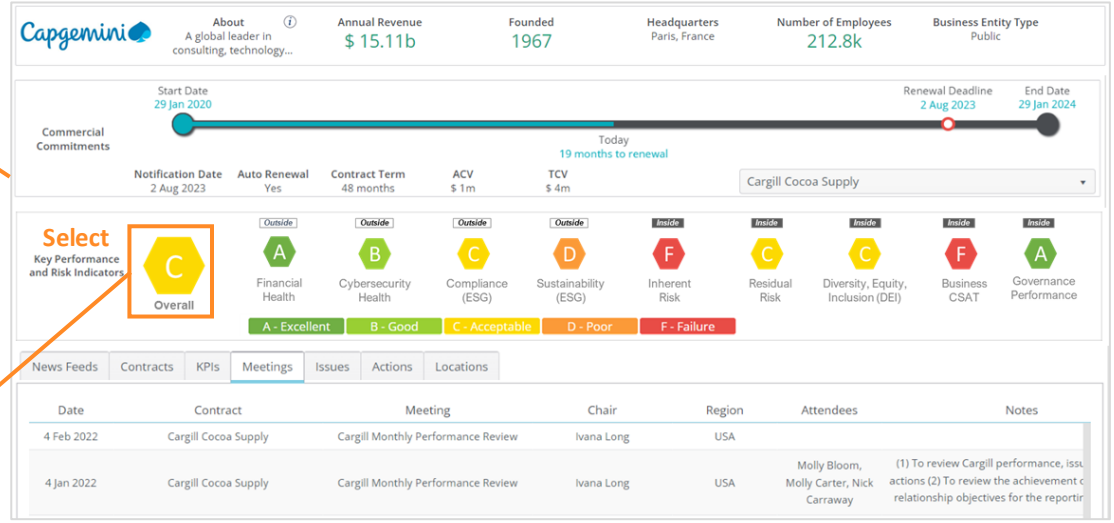
Key Performance and Risk Indicator History



Drilldown

Drilldown

Provider Profile



All provider data is illustrative

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Third-party Risk Scorecards

A - Excellent | B - Good / Accepted | C - Acceptable | D - Po

RAPIDRATINGS Powered by

	Annual							Quarterly				
	YE 2012	YE 2013	YE 2014	YE 2015	YE 2016	YE 2017	YE 2018	Q1 2019	Q2 2019	Q3 2019	YE 2019	Q1 2020
Financial Period End	12/31	12/31	12/31	12/31	12/31	12/31	12/31	03/31	06/30	09/30	12/31	03/31
Financial Health Rating	**25**	**59**	**37**	**33**	**36**	**33**	**36**	**35**	**42**	**39**	**41**	**45**
FHR Annual Delta	-5	34	-22	-4	3	-3	3	6	14	5	5	10
Core Health Score	15	16	14	14	15	14	17	19	25	22	21	38

Very Low Risk (80 - 100) | Low Risk (60 - 79) | Medium Risk (40 - 59) | High Risk (20 - 39) | Very High Risk (0 - 19)

Core Health Performance Scores: Medium-Term Outlook (0-100)

Operating Profitability	5	5	5	5	5	5	14	17	27	23	21	37
Net Profitability	5	8	6	5	7	6	8	8	16	13	12	33
Capital Structure Efficiency	9	18	5	5	18	5	5	5	5	5	5	18
Cost Structure Efficiency	48	44	43	41	41	39	38	39	38	38	38	54

Provider – Financial Health Details

A - Excellent | B - Good / Accepted | C - Acceptable | D - Po

Capgemini - Historical Performance

	2021												2022	
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Overall	92	92	90	90	88	88	87	87	87	86	87	88	88	88
Financial Health	88	88	85	86	75	78	79	76	78	79	83	87	89	89
Cybersecurity Health	88	86	80	82	74	75	76	75	73	75	78	82	84	86
Environmental (ESG)	99			98			94			84			81	
Social (ESG)														65
Governance (ESG)	89			88			84			84			81	
Inherent Risk	89						89						89	
Residual Risk	99						99						99	
Business CSAT	91			91			91			91			91	
Governance Performance														50

Provider – Environmental Details

A - Excellent | B - Good / Accepted | C - Acceptable | D - Po

Capgemini - Historical Performance

	2021												2022	
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Overall	92	92	90	90	88	88	87	87	87	86	87	88	88	88
Financial Health	88	88	85	86	75	78	79	76	78	79	83	87	89	89
Cybersecurity Health	88	86	80	82	74	75	76	75	73	75	78	82	84	86
Environmental (ESG)	99			98			94			84			81	
Social (ESG)														65
Governance (ESG)	89			88			84			84			81	
Inherent Risk	89						89						89	
Residual Risk	99						99						99	
Business CSAT	91			91			91			91			91	
Governance Performance														50

Provider – Cybersecurity Details

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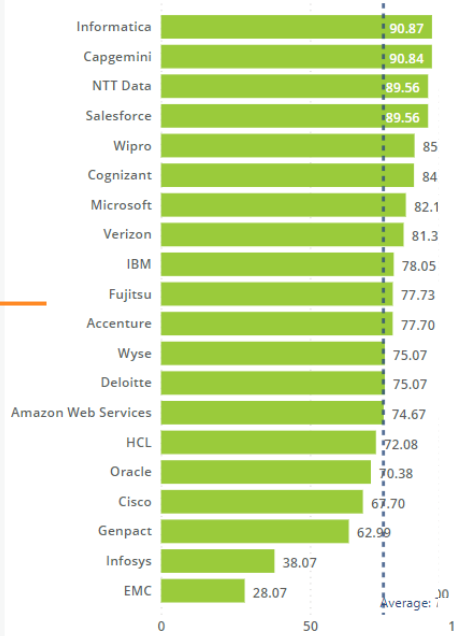
Visibility into Provider Relationships

Who are the 5 providers whose rating have improved the most?

OVERALL	CSAT	FLEXIBILITY	PERFORMANCE	THOUGHT LEADERSHIP	VALUE & COST	RISK & COMPLIANCE	PERFORMANCE INDEX	RELATIONSHIP INDEX
74.7	71.5	79.6	79.8	72.4	72.2	78.2	75.7	68.2

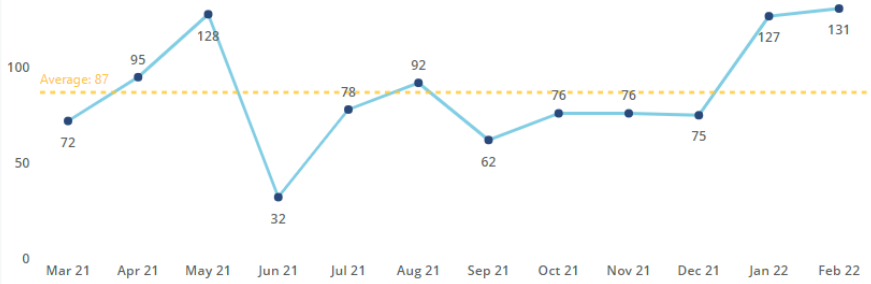
SUPPLIER RANKED BY OVERALL SCORE



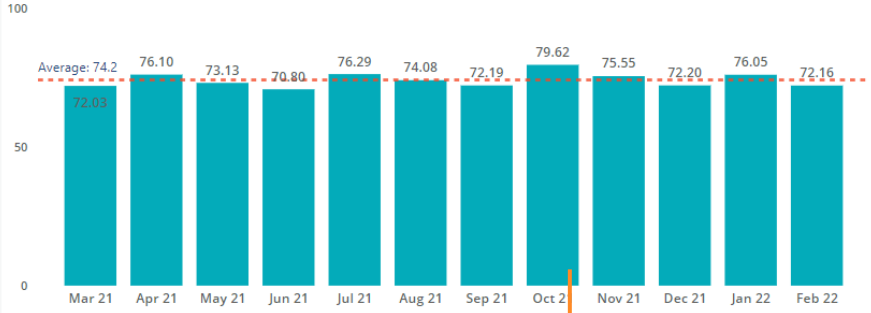
Supplier	Score	PY Score	Difference
Informatica	90.87	90.87	0.00
Capgemini	90.84	90.84	0.00
NTT Data	89.56	89.56	0.00
Salesforce	89.56	89.56	0.00
Wipro	85.01	85.01	0.00

Supplier	Score	PY Score	Difference
HCL	72.08	72.76	-0.68
Oracle	70.38	70.38	0.00
Cisco	67.70	67.70	0.00
Genpact	62.99	62.99	0.00
Infosys	38.07	38.07	0.00

SURVEYS CONDUCTED - ROLLING 12 MONTHS



OVERALL SCORE TREND - ROLLING 12 MONTHS



SUPPLIER

All

How do our providers compare against each other?

Filter to focus on all providers a subset of providers or a single provider

Who are the 5 providers whose rating have declined the most?

What is trend of the overall satisfaction level with our providers

All provider data is illustrative

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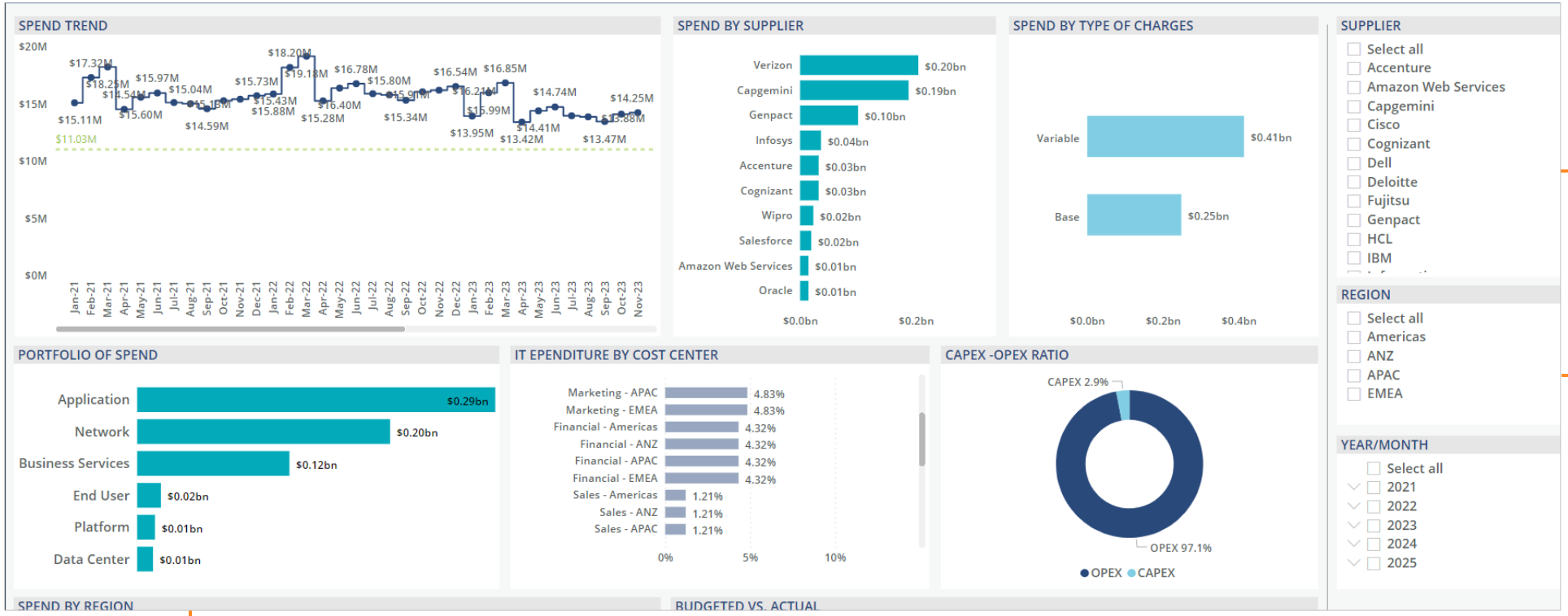
Track Financials



Track spend by supplier, region and year

Ready to use templates available to bring in data from Apptio or other financial systems

Evaluate your portfolio of spend by business unit or cost Center

All provider data is illustrative

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Assess KPI Performance

A - Excellent	B - Good / Accepted	C - Acceptable	D - Poor	F - Failure / Rejected

Capgemini - KPI Metric Report

KPI Cluster	2021 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2022 Jan
Overall	62	64	73	78	86	59	69	64	71	62	68	76	56
Contract Management	73	88	94	94	100	69	88	81	81	56	56	56	50
Commercial Management	50	63	100	100	100	0	13	0	38	25	38	25	38
Performance Management	72	65	74	80	85	65	76	72	74	67	72	87	50
Relationship Management	0	13	0	13	50	63	50	50	63	75	100	100	88

SUPPLIER: Capgemini
YEAR: All
KPI CLUSTER: All
KPI NAME: All
KPI ID: All
KPI REGION: All

KPI METRIC REPORT

KPI ID	KPI Cluster	MetricName	KPI Description	KPI Region	Supplier	Expected	Minimum	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22
KPI0001	Contract Management	NA	Contract D&Os delivered on-time - Percentage	Americas	Capgemini	100%	95%	95%	95%	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%
				ANZ	Capgemini	100%	95%	99%	99%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
				APAC	Capgemini	100%	95%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
				EMEA	Capgemini	100%	95%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
KPI0002	Contract Management	NA	Contract Amendment Closure Time - Days	Americas	Capgemini	20	30	6	12	14	20	15	10	16	23	27	30	28	25	20
				ANZ	Capgemini	20	30	13	13	13	14	14	15	15	15	19	20	18	18	20
				APAC	Capgemini	20	30	10	10	15	15	15	15	20	20	20	25	30	45	35
				EMEA	Capgemini	20	30	15	10	10	20	15	35	35	35	20	25	30	40	30
KPI0003	Contract Management	NA	Work Order Closure Time - Days	Americas	Capgemini	20	30		10	15	15	15	25	25	25	25	25	30	55	35
				ANZ	Capgemini	20	30	15	10	10	20	15	35	20	20	20	30	30	30	30
				APAC	Capgemini	20	30	15	15	15	20	15	35	20	5	20	20	20	20	25
				EMEA	Capgemini	20	30	15	15	15	15	15	15	15	15	19	20	18	18	20
KPI0004	Contract Management	NA	Work Order Open Aging - Days	Americas	Capgemini	20	30	15	10	10	20	15	35	20	20	20	30	30	30	30
				ANZ	Capgemini	20	30	15	15	15	20	20	20	20	20	20	20	20	20	25
				APAC	Capgemini	20	30	15	15	15	20	15	15	15	15	25	25	25	25	25

All provider data is illustrative

Assess KPI performance at a macro and micro level

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ISG Executive Insights™

End-to-end Visibility to your Supplier Ecosystem

Monthly Recurring Fees (Includes periodic refresh of manual loads through excel upload/data transfer)

1. Steady State License for up to 100 users including helpdesk support.
2. Provider profiles for 20 suppliers.
3. Consolidated score card.
4. Individual KPI dashboards for each supplier.
5. Biannual ISG Proprietary CSAT for up to 20 suppliers including dashboards with comparative analysis and trending info (if custom CSAT needs to be built then a separate can be requested).
6. Comparative analysis and trending information of suppliers on performance and spend.
7. L2 Support with templates and data cleansing activities to support monthly uploads.
8. Financials dashboards for spend analysis (either through manual upload or via API).
9. Data Feeds on:
   - Financial viability
   - Operational, legal and regulatory news feeds
   - Provider positioning (for IT and BPO providers)

Additional Fees

1. API Connectors to client systems for data feeds – One-time $10,000 per connection.
2. Additional risk data feeds such as ESG – Request price.
3. COLA provision will apply; pricing good for 90 days.

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ISG GovernX® Platform
Security and Availability

Security and Assurance

Data Security

- ISG GovernX® uses **AES128/ 256 or 3DES symmetric key encryption** for fields and attachments.
- Browser sessions and Email into ServiceNow is protected by TLS.
- Full disk encryption can be enabled upon request.
- Field level encryption can be enabled upon request.

Platform Security

- ServiceNow has patches and hotfixes applied throughout the lifetime.
- ISG operates strict Application Testing, Change Control and communicates all changes to the client.
- ISG ensures that ServiceNow best practice security recommendations are implemented.

Access Control

- Access to the application is managed via ServiceNow Role Based Access Control (RBAC) that is based on users, groups and roles ensuring no unauthorised access.

Identity Management

- User accounts are created within ServiceNow, adhering to a strict password policy.
- Single Sign on/SAML integration with clients upon request.

Operations and Availability

Data Security

- ServiceNow hosts their servers with ISO 27001/SSAE16 Type 2 data centers.
- ServiceNow Cloud compliant with **GDPR, FEDRAMP & other regulations). Security Frameworks ISO/IEC & SOC, Safe Harbor, ITAR & FISMA/FedRAMP.**

Platform Security

- ServiceNow is architected to host customer instances in region-specific, geographically dispersed data center pairs in an active-active mode.
- DR – Client will be provisioned in a dedicated or shared instance. Advanced High Availability Architecture supporting BCP/built in DR.

Access Control

- ISG has an Incident Management and Communications Strategy followed in the event of an incident that requires attention.

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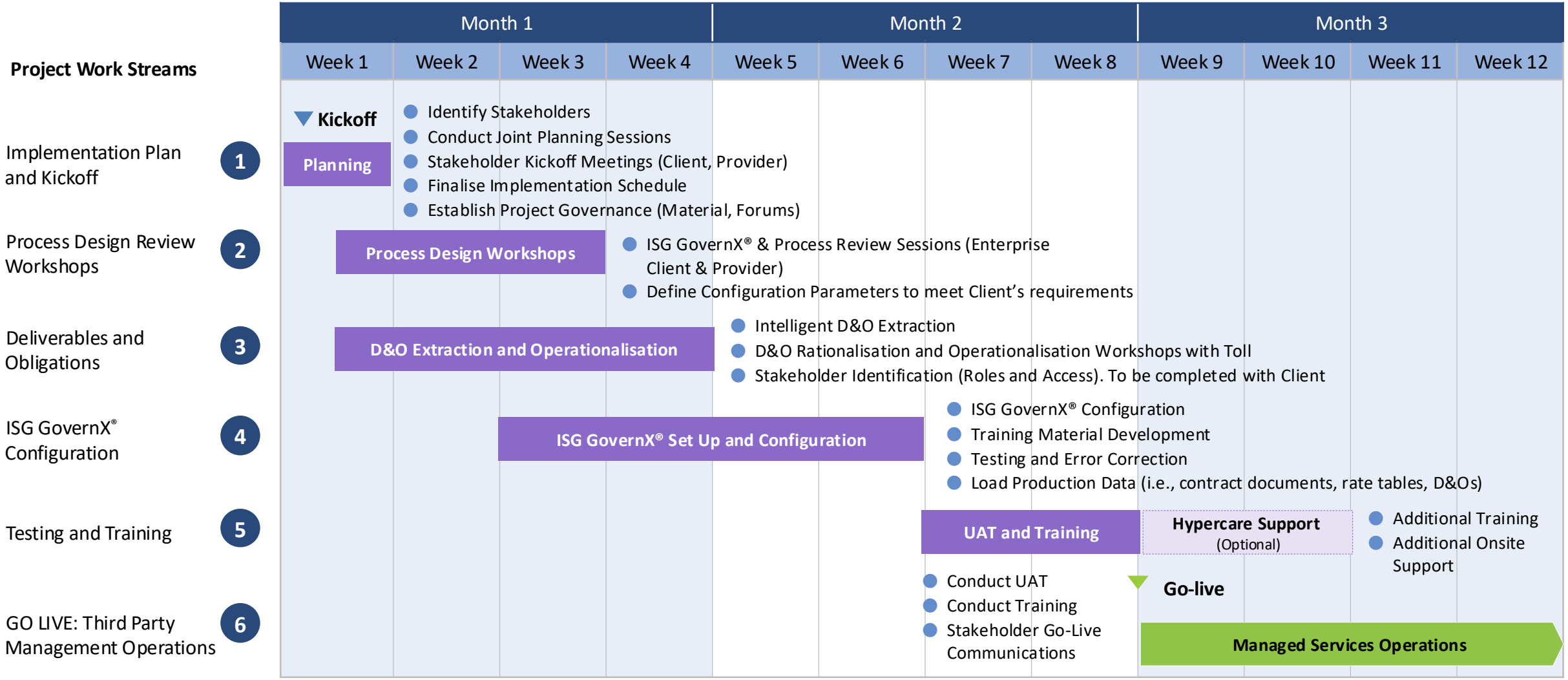
Implementation Roadmap for the Platform



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