IDC Metri

IT Service Cost Management (ITSCM) Consulting

Improve technology cost and performance delivery through peer and outsourced services benchmarking

30%
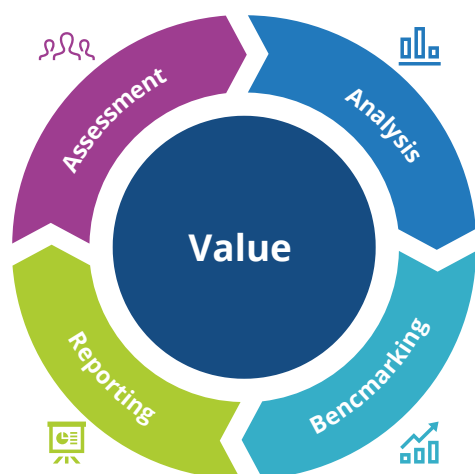Cost inefficiencies are found in most IT organizations

10%
Cost reduction on average

100%
Investment from inefficiency to competitive capabilities

- Enterprise technology proliferates, whether due to mergers, new services, product requirements, or to meet unique divisional requirements

- Rapid growth and diversity of IT technology causes a proliferation and duplication of IT-related products and services over time

- Technology leadership often loses visibility over IT services offered, which leads to duplication, expense, debt, and inefficiency. They need to validate their environments

ITSCM offers benchmarked (peer and industry), data-driven evidence and insight on efficiencies and opportunities for cost and performance improvement (one Tower or many)
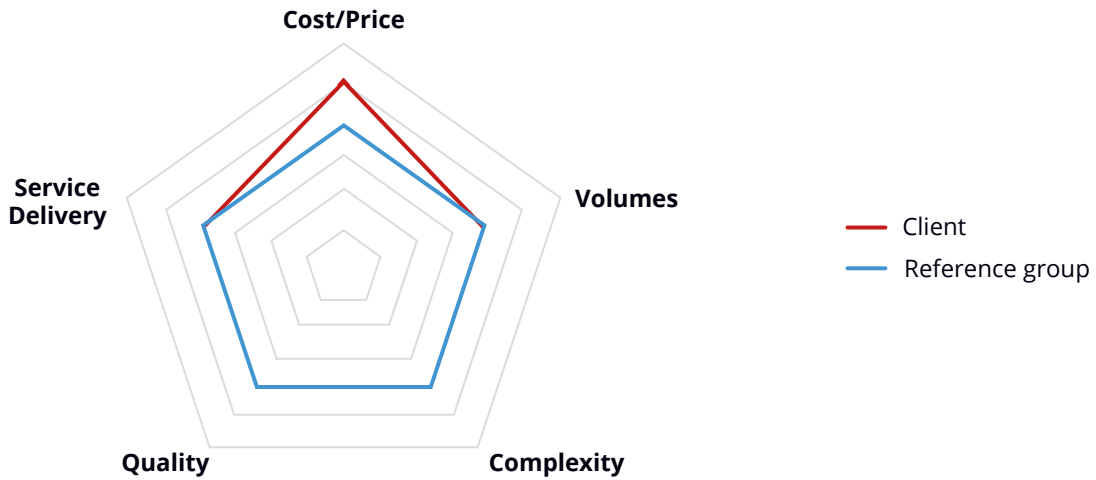
		Volume	Complexity	Quality	Service Delivery	
Net total	$ 546.160					5.2%
WAN	$ 95,848	⬆	⬆	⬇	⬆	16.5%
Internet	$ 88,688	=	⬆	⬆	⬇	-6.3%
DC Lan	$ 96,973	⬇	⬆	⬇	⬇	12.0%
Office LAN	$ 89,723	⬇	⬆	⬇	⬆	4.8%
Application Development	$ 86,490	⬇	⬇	⬇	⬇	1.3%

< 5% Market conform   **<=5% < 10%** Above market conform   **>=10%** Not market conform

Use Cases

- Technology savings to reinvest
- Evaluate whether performance to spend is competitive
- Benchmark costs and performance against industry peers and third-party service providers
- Cost management, cost efficiency, cost containment

- Analyze and address technical debt
- Tie costs to applications and solutions
- Rationalize technology, especially after acquisition(s)
- Invest to innovate
- Provide transparency for management and operational insight into costs and performance

Contact your account executive or email us at insights@idc.com to learn more about ITSCM.

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