

Are you getting the best Value for Money from your IT?



The challenge:

With ever shrinking budgets, and immense pressure to reduce costs, how do you find significant savings in your IT estate without putting the quality of service delivery at risk?

Using an outsourced service provider for back office processes and IT services has been an effective way to reduce costs without sacrificing service quality.

However over time, especially with IT service contracts, Serco has proven that organisations are missing out on a real opportunity to cut their total IT spend by as much as 40%.

A recent National Audit Office report highlighted the potential savings that Government departments and agencies could achieve if they reviewed their existing service delivery agreements to ensure they are getting value for money from their suppliers.

In a real life example, we helped one of our clients realise £2bn of cost benefits over the life of their IT contracts by using our expertise and knowledge to transform the way that they work with their suppliers and ensuring they were getting Value for Money from their IT services.

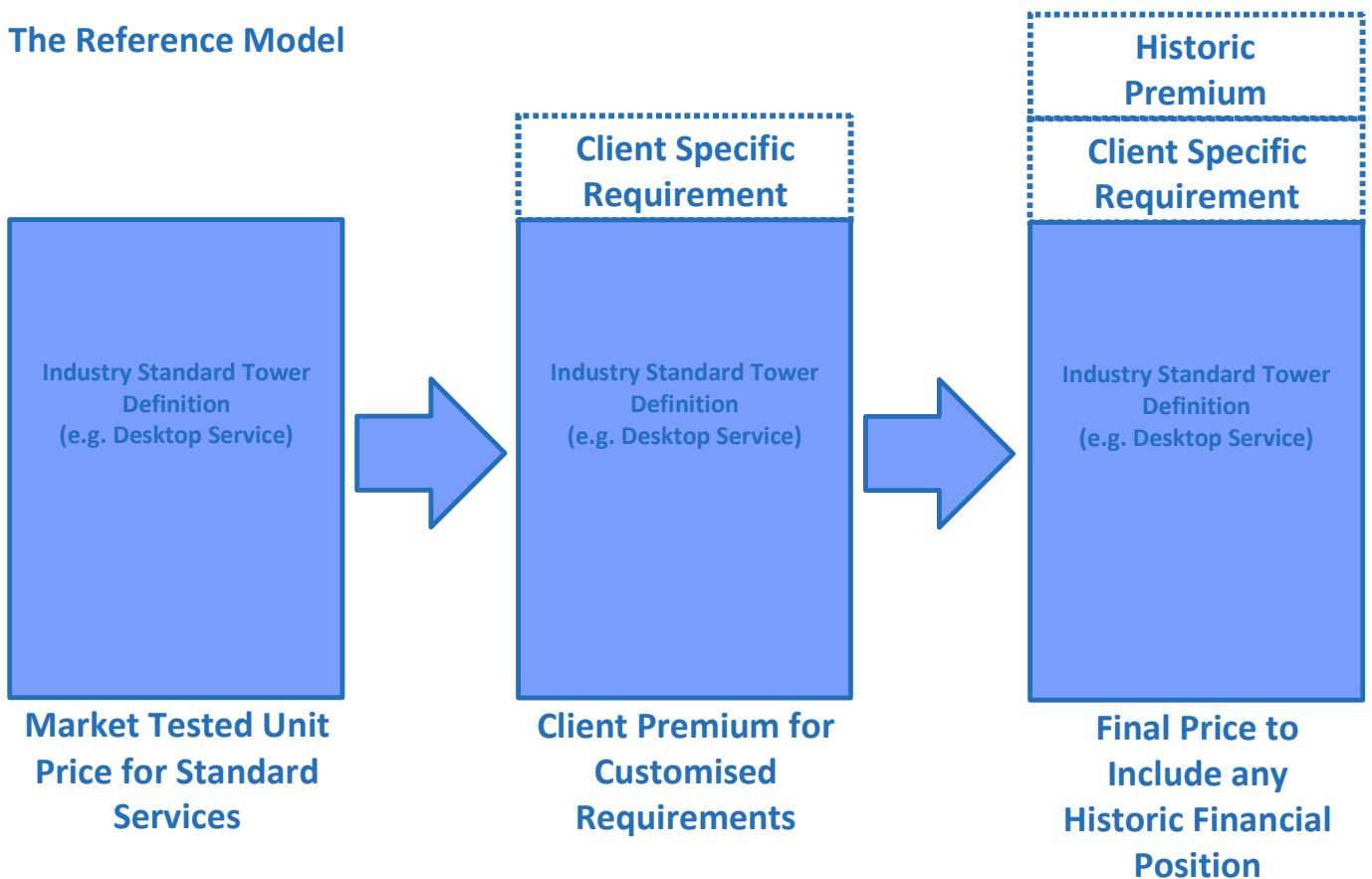
The solution:

Serco has developed a unique proposition that will save organisations up to 40% on the cost of outsourced IT services and maintain or improve the quality of service delivery.

We use a complete and proven methodology for comparing your total IT costs and service quality, both against the general IT marketplace and your specific industry. It can dramatically reduce costs whilst increasing quality of service, and help you drive real Value for Money from your IT assets. We provide evidence and benchmark your organisation's IT performance against industry best practice and costs. This enables you to determine how to create an IT delivery model that incentivises your retained IT function and suppliers to deliver quantifiable, sustainable cost savings and services improvement.

With our unique approach and expertise, we are able to rapidly determine where risks and opportunities exist in your current estate, and then work with you to create plans that realise significant cost and efficiency benefits.

The Reference Model



Case Study

Through our unique approach and tools, we helped a large government department realise cost savings of almost £2bn on its existing outsourced IT services contracts. In the process our client greatly improved its performance and relationships with its service providers whilst avoiding disruption to its business operations.

The deliverables:

Our Value for Money assessment gives you:

- A high level assessment of your current contracts for outsourced services.
- A high level assessment of your current IT delivery capabilities.
- A comparison of your IT costs benchmarked against costs for industry best practice methods of delivery.
- A calculation of gross and net benefit for transforming to a best practice method of delivery.
- A breakdown of where costs are higher or lower than you should expect when compared to industry best practice.
- A high level plan of how any identified opportunities could be realised and risks mitigated.
- A comparison of your service levels against market best practice.

The benefits

- The Value for Money assessment will quickly provide you with a totally transparent and objective view of which areas of your IT infrastructure and services are not delivering value for money, and where there is scope for improvement.
- The study will also identify areas where IT services are adding value and provide justification for increasing or reprioritisation of investment in those areas.
- While the benefits outlined are valuable in themselves, the overall findings can be used to provide you with the opportunity to realise significant tangible cost savings and improved services levels by transforming the way that IT services are contracted and delivered in your organisation. This applies whether your IT is managed internally or outsourced to a third party supplier.