

What is the major difference between average and world-class IT organizations?

Appropriate AND Actionable Metrics

- ✓ The right measurement approach helps top-performing organizations focus their efforts in the right areas. This leads to hard-dollar savings for the company, improves the value that IT delivers to the business, and creates a culture of excellence.
- ✓ Global's consulting approach matches data from high-performing peers to your environment, providing a truly actionable and real-world outcome that ties directly to your financials.
- ✓ Our team will work closely with yours to gain a detailed understanding of your current IT management approach.
- ✓ We create a customized comparison group to match. This means no areas will be left out of scope.
- ✓ Complete coverage of the IT landscape ensures the roadmap and action plan resulting from this study won't overlook key variables or constraints.
- ✓ Our focus areas range from IT Benchmarking to Organizational Assessments to Running IT as a Business.



"We aren't opposed to the millions in savings that the studies have identified but the real value of the benchmark is to validate our current directions and suggest new ideas for efficiency."

**- Jeff Nachowitz
IT Chief Financial Officer,
Citigroup**



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A New Approach To IT Benchmarking

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Global Information Partners is the consulting arm of the Information Management Forum. We are dedicated to exceeding client expectations in measurement and financial governance of large Information Technology organizations. Like The IMF, Global values open information exchange, extreme objectivity, and close client relationships. Our ideas are based on extensive experience and not encumbered by outdated tools and models.



Our services include...

IT Benchmarking

(Operations Efficiency and Effectiveness)

- *Global's experienced professionals measure how your organization performs relative to the best organizations in the world.*
- *Provides actionable recommendations that can reduce your IT costs and increase service quality.*
- *Analysis demonstrates the true commercial impact of IT delivery decisions and helps optimize demand for IT.*
- *Provides your organization with a customized analysis.*
- *Level of detail ranges from a single IT service to the entire IT footprint.*

IT Communication and Finance

(Product Management, Service Catalog, and IT Chargeback Assistance)

- *Global introduces best practices from world-class clients to your organization that maximizes IT and business alignment.*
- *Consults with clients to customize chargeback methodologies which provide the appropriate level of transparency to IT consumers.*
- *Expert analysis optimizes Service Catalogs, promoting clear communication with business unity and end users.*
- *Due to our holistic approach to IT Product and Service management, your organization will be able to concentrate your IT efforts to deliver value with the minimum amount of overhead or unnecessary tool use.*

Outsourcing Consultation

(New Contracts, Renegotiation or Existing Contract Measurement, and Ongoing Outsourcing Support)

- *Global guides client organizations in navigating the complicated outsourcing landscape to reach the best sourcing decisions.*
- *Seasoned experts position your company to execute the most successful vendor selection process, change in strategy, or renegotiation.*
- *Helps to develop RFI/RFP documentation, analyze current contracts, negotiate service termination and service moves, and re-establish in-house operations.*
- *Offers both onsite facilitation and negotiation assistance domestically and internationally to help with vendor discussions.*
- *Clients receive real cost data from top performing organizations with which they negotiate, rather than starting from their current costs that are often significantly higher than best in class.*
- *Provides clients with trusted assistance and strategic guidance depending on their unique situation and needs.*



While we match our data to your benchmarking needs, we also work with clients on the following benchmark towers:

End User Computing; Email and Collaboration; Wireless Devices; Service Desk; Server; Middleware; Mainframe; Storage; Backup; Datacenter Facilities; Operations; Database; Data Network; Voice Network; Call Center Platform; Support; BI/EDW Platform Support; Application Support and Projects

**There are sample benchmarking reports available.
Please contact us to receive a copy.**

Our clients include...

Many of the **largest IT organizations** in the world, including **3 of the Fortune 10**, **small and mid-sized companies**, **foundations**, and **government organizations**.