

# Strategic Engagement Review (SER)

## Case roster of the last 18 months (1 of 2)

NOT EXHAUSTIVE

Enterprise	Service scope	Project overview and Everest Group role
Fortune 500 automotive corporation	Review of application services portfolio	<ul style="list-style-type: none"><li>• Comprehensive contract review across the client's ADM portfolio of five Tier-1 service providers</li><li>• The exercise led to the identification of value leakages due to inefficient governance structures, rate card misalignment, and an sub-optimal MSA structure</li><li>• Everest Group was also able to highlight <b>annual savings of over 18%</b>, and recommend an internal marketplace model for vendor engagement</li></ul>
Leading US commercial bank	Strategic Engagement Review of BPO services contract	<ul style="list-style-type: none"><li>• Engagement review of multi-year FAO, PO, and credit administration contracts with a Tier-1 provider to establish a baseline for future improvements</li><li>• In-depth assessment of the solution, pricing methodology, contract terms, and delivery metrics</li><li>• Identified <b>TCO optimization potential of over 14%</b>, and the client used the SER as a baseline to negotiate with the incumbent provider</li></ul>
North American asset management firm	Private cloud services contract review	<ul style="list-style-type: none"><li>• In-depth, contextualized review of the client's private cloud services contract with a leading service provider</li><li>• The approach was a combination of top-down proxy/configuration options and a bottom-up pricing component build-up using lowest level elements (vCPU, RAM, storage, etc.)</li><li>• Everest Group identified <b>annual savings of ~16%</b> and also compared the current commercials against leading public cloud offerings</li></ul>

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## Case roster of the last 18 months (2 of 2)

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Enterprise	Service scope	Project overview and Everest Group role
Leading airline company	Strategic review of IT infrastructure service contract	<ul style="list-style-type: none"> <li>• The airline wanted to develop an outsourced solution with a Tier-1 service provider to transform its IT infrastructure operations</li> <li>• The project was sourced from the EMEA region, covering global operations</li> <li>• Everest Group performed a thorough validation of the contract's proposed solution, pricing, and performance characteristics</li> <li>• The assessment enabled the client to achieve savings of <b>\$40 million over the 10-year contract tenure</b> and negotiate with the provider to obtain best-in-class service level commitments</li> </ul>
Leading US bank	Strategic review of IT application services contract	<ul style="list-style-type: none"> <li>• The client wanted an assessment of its IT application services contract with a Tier-1 IT service provider</li> <li>• Everest Group provided outside-in market benchmarks to highlight an overall <b>TCV optimization potential of ~30%</b> through a mix of rate card rationalization, right-skilling, staffing mix alignment, and on-off mix recalibration</li> <li>• The incumbent provider agreed to a rationalized rate card structure and offshoring mix along with a proposed roadmap to improve operational stability</li> </ul>
European manufacturing company	Strategic review of outsourced supply chain services	<ul style="list-style-type: none"> <li>• The client wanted to optimize its outsourcing spend and align provider services to business needs</li> <li>• Everest Group's assessment of the client's portfolio revealed various sourcing inefficiencies such as fragmented/minimal technology leverage, inconsistent and sub-optimal pricing model, skewed gain-sharing clause, and inflated pricing</li> <li>• The assessment enabled the client to formulate an evolution roadmap of the sourcing relationship and shift focus from cost to <b>tangible business benefits</b></li> </ul>