

HOW WE WORK

We are the advisors best suited to help you:

- **Analyze** service delivery frameworks to identify alternative improvement opportunities
- **Align** services frameworks and operating models with corporate global expansion plans, risk tolerance and intellectual property protection policies
- **Design** the alternative delivery strategies relative to organization structure and governance to manage the new service model
- **Apply** TPI's experience in global transformation efforts
- **Deliver** and implement a plan to transform your operations with enterprise managed services

MAKING THE MOST OF YOUR OPTIONS

Applications Development & Maintenance (ADM) plays a crucial role in running corporations across the globe today, and in order for a company to optimize the investment in those applications, it must ensure that their organization is achieving maximum return on investment.

Whether you are trying to determine how optimal your current model is, rethinking your current service delivery strategy, having issues with service delivery or are getting ready to renegotiate your existing agreements, TPI can assist. Enterprises across virtually every industry segment across the globe rely on TPI's ADM advisory services to stay competitive by implementing optimal service delivery frameworks to maximize the return on applications investments.

APPLICATIONS DEVELOPMENT & MAINTENANCE (ADM) STRATEGIES

Whether insourced, outsourced, global captive, virtual captive or some hybrid operating model, TPI provides services to assess and improve your current ADM.

ADM Advisory Services offered by TPI include:

- ADM strategy services to define optimal service delivery models and transformation roadmaps
- Portfolio analysis to determine optimal application bundling for sourcing solutions
- Renegotiation strategies, optimizing your existing solution service providers
- Current contract analysis to determine gaps in current best practices
- Insource optimization services to assess and recommend improvements to current state
- Service level agreements (SLAs) gap analysis and improvements
- Operational assessments for existing on or offshore operations whether captive, insourced or outsourced
- Business case development
- Comparative market and pricing analysis

Global solutions in the applications domain are critical for maximizing investments, and more than 90 percent of our application deals have a global solutions component. Our advisors work and live across the world, ensuring we know the markets and suppliers. Whether India, China, South America, Eastern Europe or other parts of the globe — we have experience, having advised on more than US\$11 billion in ADM total contract value (TCV) transactions during the past two years alone.

LOOKING FOR A STRATEGIC PARTNER?

TPI's Applications Development & Maintenance experts can help you achieve your organizational goals through objective advice, knowledge of your industry and experience with arrangements from simple to complex.

Looking for a strategic partner? Contact **Steven Hall**, Partner & Director, ADM Services, TPI, at **+1 303 748 6599** or **steven.hall@tpi.net**. For more information, visit www.tpi.net

ABOUT TPI

TPI, a unit of Information Services Group, Inc. (ISG) (NASDAQ:III, IIIIU, IIIIW), is the founder and innovator of the sourcing advisory industry, and the largest sourcing data and advisory firm in the world. We are expert at a broad range of business support functions and related research methodologies. Utilizing deep functional domain expertise and extensive practical experience, TPI's accomplished industry experts collaborate with organizations to help them advance their business operations through the best combination of business process improvement, shared services, outsourcing and offshoring. In addition, TPI Momentum, a business unit of TPI, provides information and insights to outsourcing and offshoring service providers to help them provide enhanced services to their sourcing clients. For additional information, visit www.tpi.net.

DESIGN

- Define service delivery framework
- Synchronize future business requirements with operating models and strategies
- Design sourcing strategies with multiple scenarios
- Assess sourcing or insourced optimization opportunities
- Develop base financial and business cases
- Perform Mark-2-Market and/or Mark-2-Peer analysis
- Strategic offshore master plan

IMPLEMENT

- Execute chosen sourcing strategy
- Conduct RFP process that balances speed, thoroughness and quality
- Most solutions result in a hybrid operating model approach
- Utilize written business agreements, formalized service levels and internal governance models even for internal sourcing alternatives
- Leverage competition and benchmarking to drive out the best deal for the client

DELIVER

- Sourcing strategy implementation and project management
- Redesign retained functions
- Manage sourcing relationships
- Create a partnership that is dynamic over time
- Benchmark periodically to ensure market price
- Redefine/renegotiate contracts
- Periodic operational audits to ensure quality and terms are met and sustainable

WHY TPI?

Global 1000 enterprises rely on TPI for our strategic expertise across a range of service delivery options. Our advisors bring you:

- **Experience** — Each TPI advisor brings a wealth of experience and the practical savvy to guide you in the right direction.
- **Knowledge** — As sourcing industry insiders, we have access to up-to-the-minute data, the latest research and the key relationships to help drive your results.
- **Objectivity** — TPI is known throughout the industry for integrity and objectivity. We offer impartial advice seasoned by our collective insight and leadership.

Our Mission is Our Passion

Our advisors share a genuine passion for the value that we help our clients achieve. The outcomes that we recommend are driven by your unique situation and a meaningful understanding of your market realities.

For more information about TPI and the sourcing industry, visit www.tpi.net

To learn how TPI may assist you, please contact:

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