



## IT Services Case Study

Retail

### Client Profile

A \$33B F100 Global Retailer

### Business Issue

- Corporate multi-year modernization initiative
- Company directive to optimize \$150M in SI labor spend

### Services & Results

- Conducted a market assessment of primary SI labor provider's commercial and contractual terms and supported client in executing the initiative
- Leveraged strategic plan to drive increased value and cost optimization and **identified \$13M - \$17M in cost reduction opportunities**
- **Achieved \$15.2M in savings** through rate reductions, improved discounts and multi-year COLA avoidance
- Secured contractual commitment to fixed fee payment structure with **capped contingencies of 10% for in-flight initiatives and 15% for net new services**