



IT Services Case Study: I&O

Airline & Aviation

Client Profile

A \$21B Major Airline

Business Issue

- Company was approaching first renewal of chosen managed service infrastructure outsourcing partner for enterprise critical applications
- Had not received the expected value from the outsourcing partner over the term but had unexpected significant cost increase
- Need to quickly determine if their incumbent was going to be the right partner before executing a multi-year extension

Services & Results

- UpperEdge supported the development, submission and analysis of an RFI of potential providers
- Developed a customized negotiation strategy with incumbent outsourcing partner to improve go-forward relationship
- **Achieved 13% in total term fee reductions** representing **\$10.6M in AMS and hosting savings** over term
- Negotiated **year-over-year productivity improvements** within term **ranging from 5-19%**
- Secured flexibility to adjustments in volumes with no impact in cost for baseline deviations based on agreed upon thresholds