



## IT Services Case Study: I&O

### Chemicals & Materials

#### Client Profile

A \$4B Global Chemicals and Materials Solutions Provider

#### Business Issue

- Company spun off from a leading global chemicals corporation was undertaking a multi-year infrastructure outsourcing initiative designed to establish its own independent infrastructure footprint
- Need to identify and select an outsourcing provider for managed services, workstation services, hosting, network and security
- Identified its short list of potential providers but sought assistance in evaluation, negotiation and selection of its preferred provider(s)

#### Services & Results

- UpperEdge assisted in evaluating its vendor finalist's I&O tower to select its partners:
- Facilitated company's efforts to normalize scope and metrics aligned to industry standards with supporting SLAs
- **Achieved 22.1% in negotiated savings** representing **\$6.2M in I&O savings** over a 5 year term
- **Secured additional \$1.2M in savings** via negotiated deadbands to resource unit (RU) baseline volumes over term
- Ensured in-year and over-term reduced ARC/RRC **tiered pricing valued at \$300K-\$3M** based on actual RU volume fluctuations