



IT Services Case Study: I&O

Retail

Client Profile

A Global \$36B F500 Apparel and Home Fashions Retailer

Business Issue

- Corporate initiative to update and transform infrastructure and operations support model
- Need to identify and select an outsourcing provider for end user services, hosting, network and application support services

Services & Results

UpperEdge assisted in developing and executing a holistic sourcing and negotiation strategy to ensure market favorable commercial terms supporting its business case for the transformation:

- Facilitated a unified re-proposal RFP to reestablish leverage with preferred supplier and strengthen the supplier's value proposition
- **Achieved 13.8% in negotiated savings** representing **\$28.8M in I&O savings** over a 5-year term
- **Secured additional \$4.2M in savings** via negotiated deadbands to resource unit (RU) baseline volumes over term
- Obtained up to **\$4.1M in volume rebates** via tiered rebates based on annual spend
- Ensured in-year and over-term reduced ARC/RRC **tiered pricing valued at \$200K-\$2.1M** based on actual RU volume fluctuations