

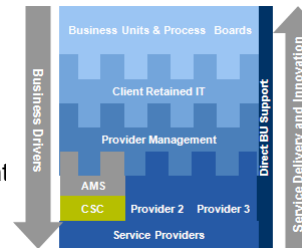


# Multi-Provider Governance

## Dynamic Sourcing

### What and Why

Companies are increasingly adopting more sophisticated sourcing strategies— encompassing a blend of in-sourcing, outsourcing, offshoring and shared services – recognizing that the ability to effectively source IT and business services from multiple providers is a key contributor to overall business performance. Successful execution of these strategies requires organizations to develop the strategic competencies in “Multi-Sourcing” which will enable the effective selection and management of multiple IT and business service providers to fulfill the overarching sourcing strategy. Additionally, the move to IT organizations more focused on business strategies requires organizational change programs to successfully implement shifts in retained IT structures and skills.



### Process

- Capture the current state of the environment
- Identify gaps and recommended improvements
- Through workshops, determine the roles, responsibilities and all operating principles of all Parties
- Tailor client, third party, and CSC meetings, processes, and tools to fill gaps
- Deploy the integrated model on behalf of the provider management provider
- Verify successful deployment and put ongoing monitoring in place



### Business Value

- Optimal IT costs through integration of best of breed providers and a productive service delivery model with collaboration amongst providers and retained IT
- Facilitated reskilling and organizational change for retained IT changing focus from tactical to strategic and from simple service delivery to meeting evolving business demands
- Bringing and keeping providers together to deliver an end to end service where the providers collaborate seamlessly from the perspective of the client, and in service delivery keep the client business priorities at or above service level agreements
- The ability to change providers in a service area without disrupting the overall model and becoming overly reliant on a single provider.
- Offloading of provider management so that retained IT focus is shifted from day-to-day management toward strategic alignment with the business

### Deliverables

- **New Retained IT organisation**
- **Supplier Sourcing meeting structure**
- **Processes**
- **Operational Service Level Analysis**
- **Measurements & Scorecards**
- **Agreed Toolkit**

### Customers

CSC has a long experience of Multi-Provider Governance and has a number of customers in this area

