

— Client Success Stories

Our success as a firm depends on the success of our clients.

Here are three stories of how we helped our clients in 2021.



SHARED SERVICES:

ISG Drives Continuous Savings to Fuel Digital Transformation





“Substituting high-cost, labor-intensive work with an ISG Automation bot has made our client more competitive and improved the user experience for its 40,000 employees. ISG NEXT allows us to seamlessly pair transformation management capabilities with technical and commercial knowledge to power through every challenge and define the best solution for the client.”

JOHANNA VON GEYR
PARTNER AND EMEA LEAD,
BANKING, FINANCIAL SERVICES & INSURANCE

Shared Services:

ISG Drives Continuous Savings to Fuel Digital Transformation

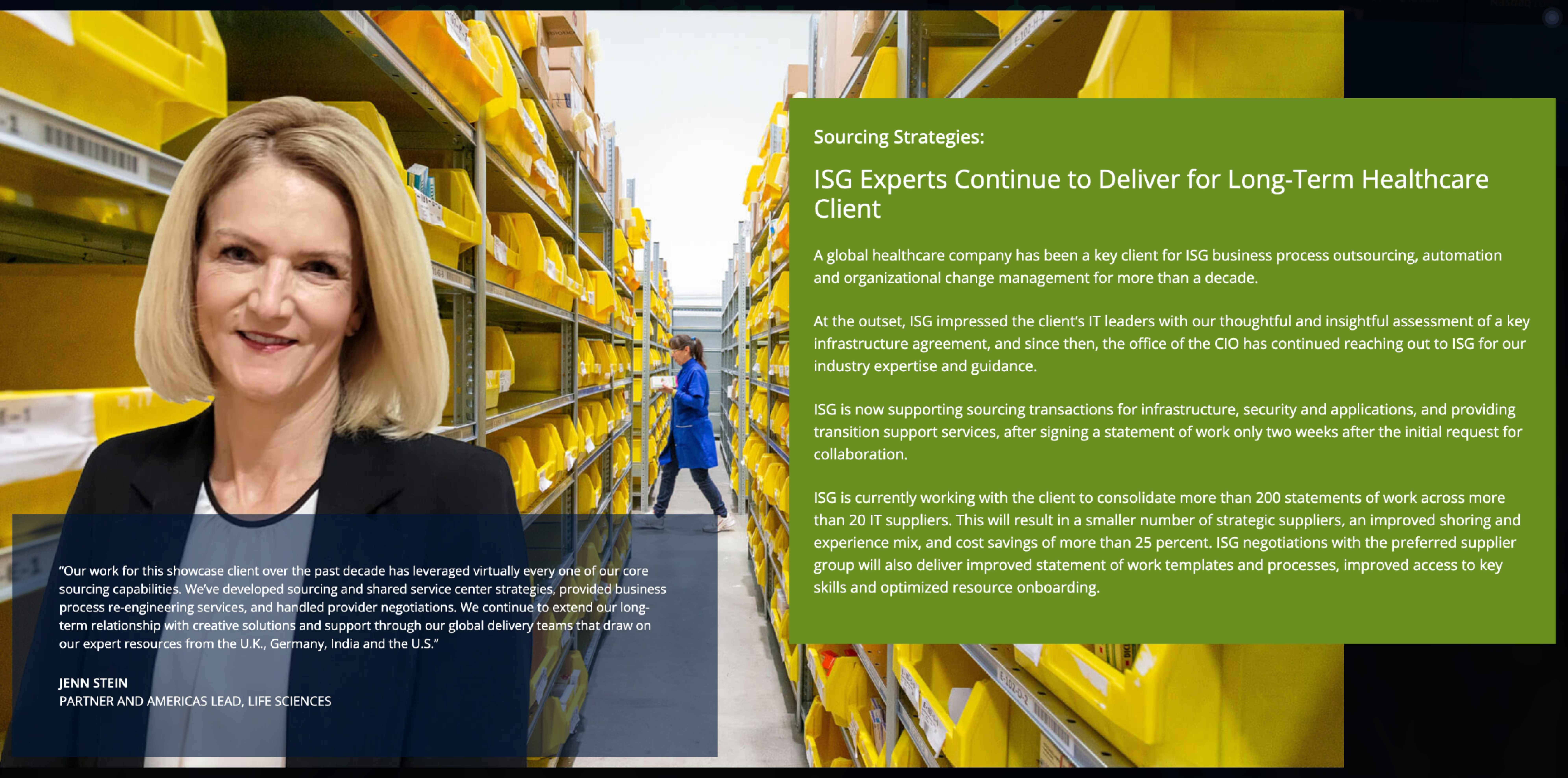
ISG has been a long-time partner in the development of a central IT shared service unit for one of the largest insurance groups in Europe. Working together with the client, ISG has helped create a global platform to manage user devices and eliminate duplicate IT services for the company’s affiliates, resulting in well over \$55 million in net savings—money that is being used to fund additional digital modernization projects.

To serve the needs of the client’s large, global workforce, ISG developed an innovative proposal for a digital workplace program that automates help desk services. An ISG Automation chat bot now provides 24/7 support for 40,000 users, improving user experience, while saving time and lowering costs.

The continuous savings ISG has helped the client achieve over the years has been reinvested in ongoing IT transformation and consolidation, moving the client from multiple platforms to centralized hubs for infrastructure, application development and management, security and more.

To achieve this new operating state, ISG provided support for data center migration, technology modernization, cloud migration and critical cybersecurity projects, while helping the client optimize costs through our software advisory, service catalog implementation and benchmarking services.

Now, a cross-functional ISG team is harnessing the power and flexibility of the ISG NEXT operating model to successfully support the client’s workplace transformation and organizational change management programs—to ensure technology and people are working together to achieve business goals.



“Our work for this showcase client over the past decade has leveraged virtually every one of our core sourcing capabilities. We’ve developed sourcing and shared service center strategies, provided business process re-engineering services, and handled provider negotiations. We continue to extend our long-term relationship with creative solutions and support through our global delivery teams that draw on our expert resources from the U.K., Germany, India and the U.S.”

JENN STEIN
PARTNER AND AMERICAS LEAD, LIFE SCIENCES

Sourcing Strategies:

ISG Experts Continue to Deliver for Long-Term Healthcare Client

A global healthcare company has been a key client for ISG business process outsourcing, automation and organizational change management for more than a decade.

At the outset, ISG impressed the client’s IT leaders with our thoughtful and insightful assessment of a key infrastructure agreement, and since then, the office of the CIO has continued reaching out to ISG for our industry expertise and guidance.

ISG is now supporting sourcing transactions for infrastructure, security and applications, and providing transition support services, after signing a statement of work only two weeks after the initial request for collaboration.

ISG is currently working with the client to consolidate more than 200 statements of work across more than 20 IT suppliers. This will result in a smaller number of strategic suppliers, an improved shoring and experience mix, and cost savings of more than 25 percent. ISG negotiations with the preferred supplier group will also deliver improved statement of work templates and processes, improved access to key skills and optimized resource onboarding.



"ISG's multidisciplinary advisory approach helped our client engineer and launch a new global business services model to reduce costs amid a pandemic-induced downturn in the commodities markets they serve. Going forward, this client is now better positioned to compete in a dynamic global marketplace."

JARROD MAGILL
DIRECTOR, GLOBAL BUSINESS SERVICES, ISG AUSTRALIA

Global Business Services:

ISG Engineers Improvements in Cost and Performance

When commodity markets collapsed during the pandemic, one of the world's largest engineering services companies turned to ISG to help reduce costs and boost performance.

In ISG, they found an advisory partner that could expertly design and deliver a complex global business services model and support an end-to-end transformation of key support functions for 48,000 employees in 40 countries.

Our reputation for successfully managing large global transactions, our pragmatic and experienced global team, and our track record of establishing shared services in low-cost countries and implementing contemporary digital operating models differentiated ISG from the competition and secured us the business.

The client's vision to rapidly move six functions from a disparate service delivery model to a centralized, standardized, optimized and automated way of working could only be achieved by leveraging a service provider ecosystem. ISG was perfectly positioned to support the client on its journey to world-class performance.

ISG mobilized a virtual, 35-person team from six countries to support the project during 2021. Our market insights, technical expertise and multidisciplinary offerings, powered by ISG NEXT, helped the client achieve the savings they expected and the lasting transformational change they needed to more effectively compete in a dynamic global marketplace.