



Benefits

- More effective management of IT suppliers
- Improved visibility, tracking and control
- Better IT asset utilization and portfolio management
- Greater first-time delivery accuracy
- Enhanced end-user service levels
- Compliance with Sarbanes-Oxley (SOX) and other regulations
- Lower costs through better pricing

SUCCESSFULLY MANAGING MULTIPLE OUTSOURCING PROVIDERS

More and more companies are turning to multiple outsourcing providers in the hopes of driving down pricing, obtaining best-of-breed services, minimizing delivery risk and increasing their capacity to scale. However, governing numerous outsourcing contracts is difficult, and companies need a unified governance framework to manage suppliers, their interactions and accountabilities.

Strong governance is key to multisupplier management

Well-defined and well-implemented governance is critical to mitigating the complexities of IT management. EDS, an HP company, has developed a multisupplier governance framework based on robust standards, processes and tool sets to integrate multiple suppliers, better manage outcomes and assess effectiveness.

Drive more business value from your IT investments

EDS' multisupplier governance aligns the entire IT organization to the same objectives, business goals and operating rules. A standard operating environment ensures work is being done in a consistent manner across multiple IT towers, business units and services suppliers.

Get consistent, global delivery of IT services

The governance framework connects the delivery of IT to the business value chain, helping companies oversee their IT environments by:

- Integrating multiple suppliers to better manage outcomes and assess effectiveness
- Leveraging supplier capabilities to ensure business objectives are met
- Enabling competitive advantage by enhancing alignment to the business strategy
- Optimizing the potential for business growth by increasing responsiveness to business change
- Transforming the IT cost structure by taking full advantage of economies of scale and standardized services



“With customers on the hunt for lower costs and operational efficiencies, interest in multi-sourced, multi-vendor arrangements is gaining momentum. Global clients believe a service integrator can reduce the overall complexity of managing multiple IT service suppliers. EDS now has standard service delivery and management capabilities in place, and is well positioned to act as a service integrator during the next few years.”

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Why strong governance is so important to multisupplier outsourcing

Managing a multisupplier outsourcing environment is difficult, and companies face many operational challenges, including inconsistency across the IT environment, greater risk than outsourcing to a single organization and increased costs due to redundancies.

Strong governance is crucial for companies who want to avoid:

- Diluted business value from their multiple outsourcing contracts
- Unmet service levels and slower speed to market
- Incomplete picture of the total cost of IT ownership
- Increased costs to accommodate multiple processes, tools and systems
- Poor utilization of IT assets due to siloed systems

Driving efficiencies using multisupplier governance

Global governance moves IT from a supporting technology role to a facilitator of innovation, agility and competitive advantage. The resulting business value helps CIOs reposition the IT organization as a strategic investment, rather than an operational cost.

- Connects the delivery of IT to the business through standardized business processes and enabling technologies.
- Ensures work is done in a globally consistent manner among multiple IT towers, business units and services suppliers.
- Mitigates the complexities of multisupplier IT management by ensuring suppliers work toward the same objectives, business goals and operating rules.
- Prevents supplier-coordination issues that degrade IT's ability to effectively support the business.

How EDS helps companies manage complex outsourcing agreements

EDS has created a rigorous governance framework - using Enterprise Service Management (ESM) - to ensure consistent service delivery from all providers. ESM creates an enterprise-level framework that accelerates IT response times to business needs through these four pillars:

- **IT operations** - Helps companies improve asset utilization, end-to-end availability and reliability of the IT environment.
- **IT business management** - Creates a single process for IT business operations, IT request rules, service catalogs and request systems.
- **Architecture and development** - Uses consistent standards for product life cycle management, documentation, release planning and program management.
- **Security** - Allows companies to proactively address security-related issues, such as threat vulnerability, identity theft, security administration and compliance.