

Consulting Clinics and One-on-One Benchmark Meetings

CONSULTING CLINICS

A Consulting Clinic is a session focused on providing customized, practical advice around a specific conference topic. These clinics present a great opportunity for you to discuss key issues with experienced consultants in a private setting. Each clinic lasts for up to two hours. You can expect to walk away with practical advice based on relevant best practices and real-world experiences.

SOURCING OPTIMIZATION

Assessing Sourcing Strategy in Challenging Times

Today's sourcing must be fast, realistic, incorporate cost containment and be flexible enough to cope with business change and transformation initiatives. Addressing economic pressures and long-term business growth needs requires robust delivery capabilities to execute on significant initiatives as well as "keep the lights on." This clinic explores various strategies to execute and deliver IT services, including managed services, shared services and internal services. We will review key activities necessary to streamline and optimize sourcing decisions throughout the entire life cycle, as well as identify benefits, risks and organization change management considerations. This clinic is designed for: (1) organizations re-evaluating their sourcing strategy to respond to budget pressures and the need for agility as growth returns; and (2) organizations that may be developing their first sourcing strategy and want to increase their chances of success.

Mid-Term Contract Reset

A best practice for increasing the value of outsourcing relationships, especially given the current economic challenges, is to periodically reassess your contract and reset as appropriate to accommodate the rapidly changing (and often conflicting) demands of cost, quality, flexibility and predictability. This clinic is designed for those looking to learn some of the keys to success in implementing a contract reset.

Sourcing Optimization for Federal Government

Many federal IT organizations are exploring alternative sourcing models as a means of reducing costs and increasing effectiveness. However, they are also concerned about the operational risks associated with transition, security, control and ownership of their future infrastructure and processes. The Sourcing Optimization for Government solution explores maximizing IT value through managed service, shared-service and internal service scenarios for optimizing delivery, financial performance and customer satisfaction. This clinic reviews the key activities required to optimize sourcing decisions throughout the life cycle and dives into agency-specific issues.

IT COST OPTIMIZATION

IT Cost Optimization for Education

The global economic crisis presents significant challenges and compelling opportunities for academic institutions to re-examine existing processes and technology solutions. Several cost-efficiency strategies are under way in many institutions, including addressing potential reductions in IT spend. These targeted reductions are happening in many instances when enrollment is increasing. Cost-efficiency strategies are a necessity, but they need to be undertaken using a longer-term view, with consideration of both tactical and strategic needs. This clinic is targeted to those continuing to optimize spending while ensuring that their organizations are well-positioned to address growth and innovation.

IT Cost Optimization for Federal Government

In 2010, we expect that government operational budgets will experience reductions ranging from 10% to 20%; and an additional 10% to 15% of these budgets will require further assessment and justification. The government's IT leadership will need to take decisive actions to improve operational efficiencies through alignment of people, processes and technology. Achieving greater maturity under constant pressures of cost and change is not easy. This clinic provides

Schedule a Consulting Clinic

Monday through Thursday,
8 a.m. – 5 p.m.

E-mail:
consultingclinics@gartner.com
(send contact information, preferred date and time, and clinic topic)

Phone:
+1 203 316 3000

Schedule a One-on-One Benchmark Meeting

Sunday,
noon – 5 p.m.

Monday through Wednesday,
8 a.m. – 5 p.m.

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benchmarkingmeetings@gartner.com
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advice on finding both the low-hanging savings opportunities and the more strategic ones that will optimize existing software and hardware assets, and future spend.

IT Cost Optimization for Healthcare

The U.S. healthcare market is on the cusp of significant changes to the way healthcare is managed, delivered and financed. Whether driven by regulatory mandates or public pressure to shrink healthcare costs, IT spend is viewed as a prime target for both cost cutting and investment. The key recommendations for creating a more efficient, higher-quality healthcare delivery system have significant IT components. Companies that capitalize on this opportunity will emerge as stronger, more competitive players. This clinic provides a model for truly optimizing the IT investment profile, not only to maintain and build competitive advantage, but also to position for the imminent period of transformational changes for the U.S. healthcare industry.

TECHNOLOGY MODERNIZATION

Technology Modernization for Utilities

Planning for Smart Grid and AMI? Optimizing your IT infrastructure to support your energy enterprise through market-driven, fact-based alternatives analysis? You'll need to address IT efficiency and efficacy and establish a robust, flexible and optimized foundation to support next-level business transformation needs like Smart Grid. This clinic creates an actionable road map to get your organization there. It includes identifying objectives and activities including: identifying key infrastructure; benchmarking infrastructure to industry peers; assessing maturity/alignment of infrastructure and operations; measuring alignment, investment and maturity dimensions; and identifying actions to achieve business-aligned IT modernization.

Mergers, Acquisitions and Divestitures in Financial Services*

Corporate transitions are always challenging, but the recent trend in financial services is for the transitions to develop in short order—in the case of FDIC deals, sometimes over a weekend. Regardless of lead time, the same rules apply for achieving excellent operational and cultural

transitions. Business-as-usual processes don't work in intense times like these. This clinic highlights what is important in planning for major transformation:

- How to develop a plan for rapid IT consolidation/optimization
- How to manage organizational change during uncertain times
- How to ensure that critical risks are identified and mitigated
- How to build agility into the environment
- How to know when to declare success

The clinic will help IT leaders manage potential pitfalls and adopt best practices for upcoming transformations. The focus is on governance, contingency planning, accommodating business as usual, vendor/sourcing management and monitoring risk.

*This clinic is also offered under Sourcing Optimization and IT Cost Optimization.

ONE-ON-ONE BENCHMARK MEETINGS

How full is your glass, really? Whether you're an optimist or pessimist, objective benchmark data will help you find out. Where can you cut more to optimize costs? How can you prioritize spending and staffing to race ahead when growth returns? Get answers in a one-on-one benchmark meeting.

- Plan your 2010 budget with relevant facts and metrics to justify your IT spending and staffing costs.
- Identify opportunities for cost optimization and investment prioritization in infrastructure and operations, applications, IT security, and green IT.
- Use data to improve dialog and alignment with business units and the board—removing emotion and opinion.
- Select the right mix of insourcing and outsourcing at fair-market prices and service levels available today.

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