

Know How Your Contract Stacks Up

Contract Diagnostic Services

When it comes to outsourcing contract performance, executives often “don’t know what they don’t know.” Does your contract address the latest regulatory challenges? How does your service level agreement (SLA) compare to the market? Are you getting a fair price?

Not knowing the answers to these types of questions can be extremely detrimental to both you and your organization. Yet many executives are unaware of the issues and opportunities that may be buried within their contract documents.

EquaTerra’s Contract Diagnostic Delivers Results

Finally...there’s a contract diagnostic service that is fast, affordable and incredibly valuable to your bottom line.

EquaTerra’s Contract Diagnostic provides skilled and experienced advisors, steeped in industry best practices, who analyze your outsourcing contract documents. We compare the pertinent provisions of your contract against similar deals and industry best practices...all within a two-week time period.

EquaTerra’s Contract Diagnostic helps you:

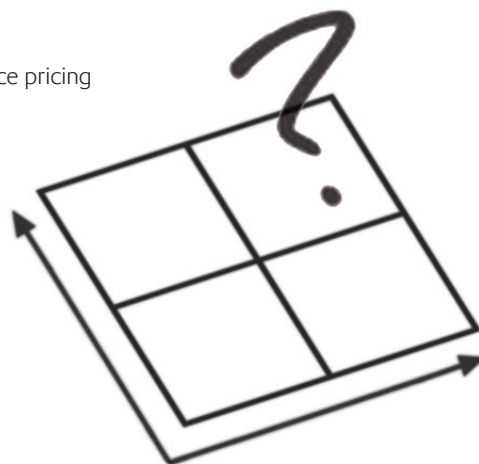
- Compare existing contract performance against today’s market and industry standards
- Identify opportunities for contract improvement
- Provide a platform for discussion between you and your service provider
- Identify tangible actions to create a leading-edge outsourcing contract

A Process that Works

EquaTerra maintains a database of more than 150,000 data points on service pricing and other key variables. Using this data and our advisors’ deep expertise, EquaTerra compares your contract against market measures and identifies issues and noteworthy anomalies. We then present to you our findings and specific recommendations, including opportunities to secure additional benefits from your supplier and terms that may warrant renegotiation.

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EquaTerra’s Contract Diagnostic provides experienced advisors, steeped in industry best practices, who analyze your outsourcing contract.



To thoroughly analyze your situation, a lead advisor works closely with other EquaTerra financial and technical subject matter experts to examine agreed-upon contract documents. A typical contract diagnostic involves analysis of the following documents:

Base Analysis

- Master service agreement (overall governing document)
- Service level methodology (how service levels are established and measured)
- Pricing provisions (how charges and fees are established, modified and applied)

Tower-Level Analysis

- Statement of work (description of service obligations)
- Service level definitions (service level descriptions and definitions)
- Service levels (service level specifications)
- Base charges (fixed fees)
- Variable charges, ARCs & RRCs (variable fees and credits for additional or reduced consumption)
- Labor rate card (fixed rates for defined labor classes)
- Financial responsibility matrix (detailed financial obligations of the contracting parties)

NOTE: All contract documents are examined with discretion and professionalism under a confidential disclosure agreement.

Once we have reviewed and analyzed all relevant documents, our advisors formally present to you the diagnostic’s findings and our detailed recommendations.

A Price You Can Afford

EquaTerra is able to provide its Contract Diagnostic Service quickly and efficiently, at a surprisingly competitive price. The service is offered at a fixed fee that varies based upon project scope:

Service Detail

Analysis and recommendations related to Master Service Agreement, Pricing Provisions and Service Level Methodology*

Analysis and recommendations related to individual service towers or processes**

** Or comparable documents*

*** The terms "Tower" and "Process" refer to individual service domains, outlined below*

IT Towers include the following examples:	BPO Processes include the following examples:	
Service Desk and End-User Service	Order-to-Cash	Benefits Management
Mid-Range Server & Storage Operations	Source-to-Pay	Payroll Administration
Mainframe & Storage Operations	Record-to-Report	Claims Management
Network and Voice Services	Acquire-to-Report	
Application Maintenance and Development		

EquaTerra sourcing advisors are not attorneys. Any advice provided to you relates to market and industry standards and should not be construed as legal advice. We encourage you to seek the advice of counsel for any legal matters concerning your contract documents.

Who Should Conduct a Contract Diagnostic?

Virtually any organization benefits from understanding how its outsourcing contract compares to the market and industry best practices, although certain people may be especially interested, including:

- CIOs, CFOs or HR executives responsible for overseeing multi-year IT or BPO agreements within two years of expiration
- Procurement or contract directors responsible for overseeing service provider contract compliance
- Senior operations managers responsible for overseeing service delivery and SLA performance from ITO or BPO service providers
- Any executive responsible for overseeing a service provider contract that was created without assistance from an advisor steeped in industry best practices

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About EquaTerra

EquaTerra sourcing advisors help clients achieve sustainable value in their IT and business processes. Our advisors average more than 20 years of industry experience and have supported over 2000 transformation and outsourcing projects across more than 60 countries. Supporting clients throughout the Americas, Europe, and Asia Pacific, we have deep functional knowledge in Finance and Accounting, HR, IT, Procurement and other critical business processes. EquaTerra helps clients achieve significant cost savings and process improvement with internal transformation, shared services and outsourcing solutions.