

## EquaSiis Enterprise: Know Your Governance Data Adds Up

1 + 1 = 3. Is this the kind of governance data you are getting?

The business of governing an outsourcing or shared services relationship can no doubt be challenging. But without the right governance tools in place, it can be hard to catch even the most obvious of errors. Clearly you know that one plus one equals two, but what we demonstrate here is that when you are in the midst of a complex, multi-provider outsourcing contract, sometimes it takes moving mountains to complete even the simplest of tasks. If you rely on your service provider to run reports and relay the facts and data of your relationship and its performance, you may not be seeing the whole picture.

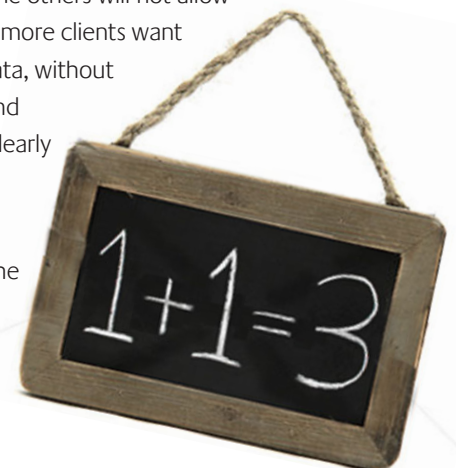
EquaTerra's EquaSiis Enterprise is a unique solution that supports outsourcing governance teams, shared services organizations and teams managing complex business and IT services and vendors. It provides a rich and highly configurable set of tools and services that liberate executives and management teams from much of the drudgery of routine service and relationship management by automating the transactional components of operational governance, while also providing decision-making support for more strategic work. A sophisticated governance tool like EquaSiis Enterprise takes the guesswork out of governance—taking data delivery out of the service providers' hands and putting control and confidence in your governance numbers into yours.

### The State of the Governance Tool Market

As an expert advisory services firm, EquaTerra has a solid grip on what is happening in the outsourcing and shared services markets. It is readily observed that client organizations are trending toward best-of-breed delivery models. This often results in the selection of multiple service providers combined with some internal service delivery. As a result, companies are recognizing that governance is not only more complex, but critical to success. Many organizations have gone as far as implementing common operating environments and are using governance tools to better enable these capabilities. Clearly, there is a growing need and demand for efficient, effective governance tools.

Because of this growing demand, it seems everyone is trying to get in the game. There is a developing trend of service providers working to develop their own governance tools, some even choosing to private label these solutions so they appear entirely separate from the provider entities themselves. The problem with these solutions is that they are indeed not separate. No matter how you slice it, a governance tool essentially owned and operated by a provider is going to have biases. For example, providers cannot use their tool for invoice verification of their own invoices and they cannot do much to aggregate data from other providers in a multi-provider environment, because the others will not allow it. And finally, more and more clients want direct control of their data, without it first being screened and cleaned by a provider. Clearly this model is conflicted.

With time, you will see more tool providers in the market that offer data aggregation of complex delivery environments, collaboration, business



intelligence and a knowledge repository, and you will see more large- and mid-sized companies adopting these tools. Contracts are simply becoming too complex to go without them.

## What Differentiates EquaSiis from the Competition

EquaTerra's EquaSiis Enterprise is a truly collaborative solution that provides "one version of the truth" between multiple types of client users and providers, and enables innovation in a complex and globally dispersed environment. EquaSiis Enterprise has numerous differentiators, all detailed below, but the most obvious of all is that the tool is here now... fully operational and has been for several years. It's not in development or testing, and there are no bugs to be worked out. It's available today and is already helping clients govern their outsourcing and shared services initiatives.

In addition, the tool's financial monitoring functionality allows base case financials to be easily tracked against the actual financials at any point in time, as well as the ability to do "what if" analysis for acquisitions and divestitures or annual budgeting. Multiple scenarios can be saved and are all version controlled. EquaSiis Enterprise's workflow capabilities are also very sophisticated and enable the capture of complex business rules. This also provides an audit trail for commercial decision-making.

Most importantly, EquaSiis Enterprise is based on a Microsoft platform that interfaces seamlessly with Microsoft Office and Outlook environments. The platform leverages Microsoft applications including SharePoint, Biztalk, Search and SQL server. This means that:

- EquaTerra and its clients benefit from more than \$2 billion in platform investment annually and can leverage new capabilities in its solution quickly. Competing governance tools cannot make this type of investment since most are privately funded.
- Clients need minimal platform training since they are already familiar with the operating environment, which means learning the tool is intuitive for them. It also does not require clients to introduce new or one-off software into their organizations.

## Why Customers Choose EquaSiis

There are other tool options in development and some are available today, yet EquaTerra has been extremely successful in building a business around EquaSiis Enterprise because of its unique value proposition. We have already discussed the tool's distinct advantage of the Microsoft platform, and although prominent, there are other superior attributes that draw clients to our solution, which include:

- **The most comprehensive and scalable governance solution available today**, covering seven key aspects of outsourcing: EquaSiis Enterprise supports all aspects required for good outsourcing governance including financial, consumption, performance, contract, issues, risk and compliance, relationship and transition management. It provides buyers a holistic platform in which to manage their outsourcing efforts that can complement and extend other point solutions.
- **Increased efficiency on all accounts:** EquaSiis Enterprise increases company efficiency via multiple avenues, including invoice error verification and recovery, staff reduction and redeployment as a result of automation and workflow improvements, improved decision-making through the use of scorecards and a business intelligence database, and increased continuity resulting from the implementation and use of a knowledge management repository.
- **Roots in outsourcing, shared services and governance:** EquaTerra's roots are in outsourcing and shared services design and governance, so it is our core knowledge. Other competitors come into this business from a software background and are learning about outsourcing and governance along the way. This background and experience brings practical governance knowledge to EquaSiis Enterprise, as well as tested policies, processes and procedures not found in any other software tools presently available in the market.

## Timeline, Implementation and Pricing Models

Implementing EquaSiis Enterprise is a seamless process, with a basic implementation lasting only four to six weeks. During that time, the implementation process includes the following tasks: provisioning the environments, assigning security roles, setting up the database and scorecard filters to accommodate the client's geographic and business unit hierarchies, populating service level and resource unit definitions and pricing methodologies, and conducting user acceptance testing and training.

EquaSiis Enterprise is available using either a software-as-a-service or an on-premise model.

## Conclusion

In this brief paper, we have covered the basics of the governance tool market and the high-level value propositions of EquaSiis Enterprise. Governance tools are not going away; instead, they will only become more prevalent as outsourcing and shared services relationships become more efficient and, as a result, more complex. There are a number of options to choose from, but we are confident that after doing your research you will see the value in EquaTerra's EquaSiis Enterprise. As a manager of either an outsourcing or shared services relationship, it is your duty to know and truly own your governance numbers. Without viable data, there is no basis for comparison or performance and this presents challenges as you look to make strategic decisions.

## 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 more than 2,000 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, Real Estate and Facilities Management and other critical business processes. EquaTerra helps clients achieve significant cost savings and process improvement with internal transformation, shared services and outsourcing solutions.

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