

Know Your IT Operating Strategy is the Right One

Information Technology Assessment Services

EquaTerra's IT Assessment...the first step to a proven, world-class IT organization

The first step to a proven, world-class IT organization is identifying and addressing the department's shortcomings and assessing its current operational strategy. As many CIOs can attest, accurately analyzing one's own IT department is difficult, and often futile, without the proper resources and inputs.

With today's changing pace of operations, no matter how confident you are in your IT department, regularly reviewing its operational performance and service delivery strategy is critical to its ongoing success. An IT assessment can serve as a foundation for change or, in some cases, affirmation of an existing operational strategy. A proper evaluation requires an objective third-party view, understanding of your business drivers and objectives, up-to-date baseline market data, proven methodology, and seasoned professionals who can assess and make recommendations based on years of IT experience and market knowledge.

EquaTerra IT Advisors Deliver Results

EquaTerra uses a proven approach to assess its clients' IT operations, clearly articulate opportunities, and develop real-world operational strategies based on experience and factual data. Our approach helps you gain an in-depth understanding of your current operations and service delivery performance compared to the marketplace and your peers, so together we can determine the best way forward for your IT organization and a defensible basis for a future mode of operations. Your future state may be achieved through a variety of service delivery options including internal transformation, shared services, outsourcing or a blend of each option.

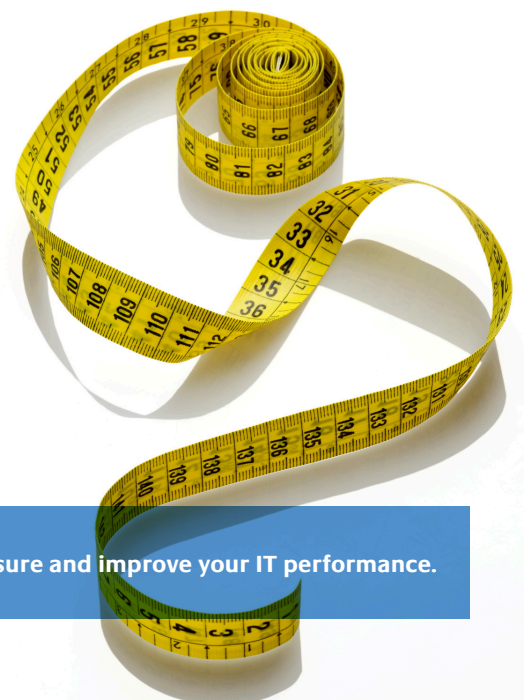
The EquaTerra assessment involves a deep analysis of your IT organization's present operations. This typically involves evaluation of the:

- Overall scope of services
- Current leadership, support personnel and user community
- Current systems and tools
- Current capabilities
- Process maturity
- Anticipated and historical data/trends
- Service level measurements and expectations

We recognize that our clients have different needs. Some require an entire IT organization assessment in order to gain an all-encompassing view of their strategy and operational performance. Others look to analyze only an individual IT sub-process as part of a phased assessment approach or because certain sub-processes require more attention. Our flexible approach enables us to customize our offering to best suit your needs in all major IT processes and sub-processes.

“The recommendations that resulted from EquaTerra's assessment spurred us to establish a project management methodology, develop new processes to support it and improve overall IT efficiencies, ultimately helping us lower our IT cost base and infrastructure costs. We now run a more efficient and effective IT organization.”

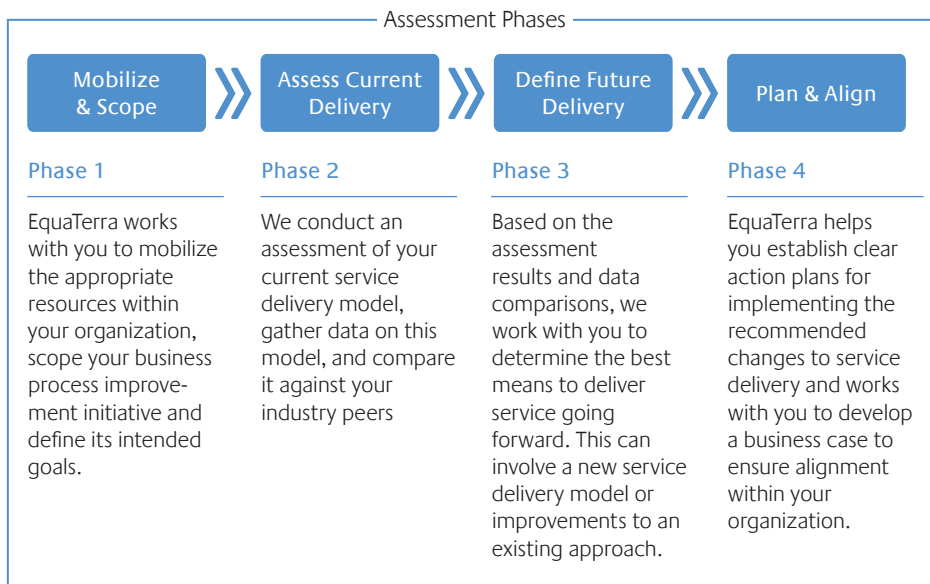
– CIO, EquaTerra Fortune 1000 client



Measure and improve your IT performance.

In conducting an IT assessment, EquaTerra first gains a solid understanding of your organization's current situation, drivers for change, future requirements, stated objectives, and overall corporate direction and culture. We then gather and analyze your organization's key operational costs, performance metrics, and service delivery maturity data, comparing it to industry baselines. This allows you to make informed rather than anecdotal or instinctual decisions. Based on our final findings, we define the operational strategy recommendations that are most appropriate for your organization, as well as the business risks associated with the improvement strategies.

Although the goals and outcomes of our IT assessments are unique to each individual client, we employ a proven process that involves these key steps:



EquaTerra has conducted IT assessments for more than 230 clients across all major industries.

Experience the EquaTerra Difference

EquaTerra has some of the most seasoned IT experts in the industry, with more than 160 advisors located around the globe, averaging more than 20 years of experience. Our advisors have implemented and worked within many different service delivery environments, including outsourcing, insourcing, blended sourcing and internal transformation.

As a result of our IT assessments, we help clients gain a better understanding of their people, processes, tools and technologies, and identify opportunities to:

- Reduce costs
- Move toward best-in-class practices
- Establish standardized and repeatable processes
- Improve predictability
- Enhance service delivery

EquaTerra only recommends the operational strategy that is best for your IT organization. We provide truly objective and independent counsel based on our extensive experience and expertise and have no preconceived notions as to what strategy is best. Our recommendations are based on facts, data and experience, with no exception.

For more information on our Information Technology Assessment services or to contact an IT expert, please see our Website at: <http://www.equaterra.com/fw/main/Information-Technology-15.html> or <http://www.equaterra.com/fw/main/Strategy-and-Assessment-135.html>

IT Process Expertise

EquaTerra can assist clients in assessing all major IT processes (including their subprocesses) as outlined below:

- Application Development & Integration
- Application Support & Maintenance
- Communications & Networking
- Client Services
- Enterprise Computing
- Security

Reliable Answers to Difficult Questions

If you find yourself asking the following questions about your IT organization, you may be due for an IT assessment. Contact EquaTerra for more details about obtaining reliable answers to these difficult questions.

- How effective is my current service delivery?
- How do my costs compare to the outsourcing marketplace and my peers?
- What is the best course of action for my organization to pursue?
- How do I actually make it happen?

Contact Us

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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.