

ROI ANALYSIS & PERFORMANCE MANAGEMENT PROCESS



Whitepaper

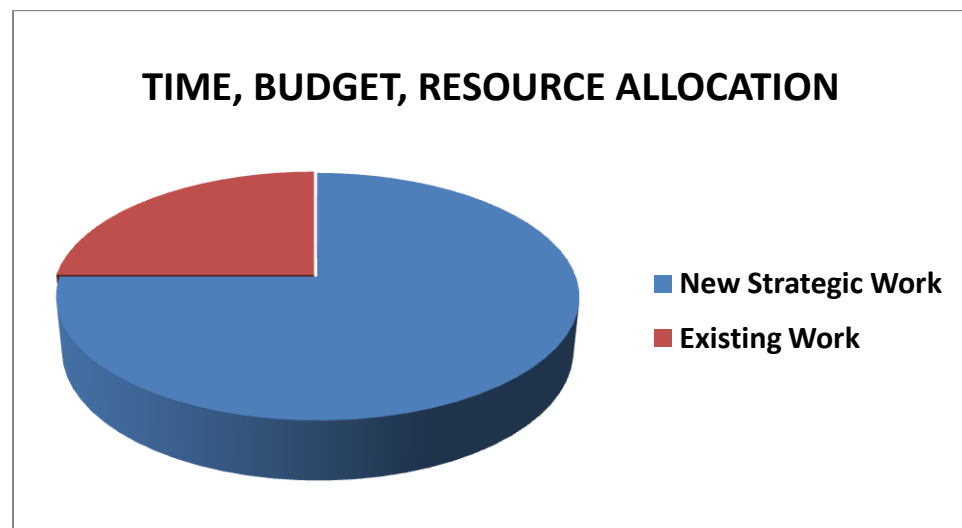
Eagle Creek Software Service

The IT Business Problem

Companies continue to face difficult choices when addressing IT strategies and budgetary constraints. Companies of all sizes seek to leverage technology to drive efficiencies and quality, help contain costs, increase revenue and grow profits.

A major component of executing an IT strategy comes down to determining the Return on Investment (ROI) of any given route of action. Traditionally, the IT ROI has been measured by determining the projected costs of an IT project; this has changed.

A paradigm shift has occurred as business strategies become more dependent on IT back office support functions to customer facing front office functions. As this shift has occurred companies have moved to an agile methodology development, IT plans and budgetary purposes in an effort to drive as much front end innovation and user collaboration as possible.



Gartner's IT Spending and Staffing Report estimate that IT spend 75% of its time, budget and resources maintaining existing applications and infrastructure and only 25% on new strategic initiatives. This poses a fundamental issue for businesses and poses the question—how do you align IT with the business goals of your organization?

The answer: Allocate more time, budget and resources to strategic initiatives while finding a way to maintain existing applications and infrastructure for less.

Simple? —With Eagle Creek it can be.

Eagle Creek has developed a process of assessing how the IT resource strategy of an organization aligns with the strategic goals of the business. We provide our customer with an evaluation of the potential impacts which various outsourcing strategies have on the ability to free up time and resources to focus more on strategic work.



Return on Investment Analysis

Eagle Creek works with our customer's to understand the short term and long term business and IT goals. We then compile a Return on Investment book that outlines the following items:

- The projected costs of internal technical resource
- The projected costs of external technical resources
- The projected cost of the following Eagle Creek resources
 - Onshore: Dakota-hub
 - Onshore: high-end technical
 - Offshore: testing, 24x7 support and "one off"
 - Onsite: High-end technical
- Net effective rate analysis
- Blended resourcing strategy analysis
- Projected resource demand modeling
- Eagle Creek's resourcing strategy recommendation
- Analysis of the financial impacts of the recommended resourcing strategy

The ROI analysis shows the tangible impact of the recommended resourcing strategy.

Performance Management Process

Eagle Creek recognizes that making a decision to implement a given resourcing strategy is only the first component of aligning the business goals of an organization with the IT strategy and day to day operational practices of an IT group. In response to this we have developed a Performance Management Process that is designed to help our customer's become experts in managing a multi-tiered resourcing model.

This process is designed to create operational transparency between Eagle Creek and the customer providing key information and corresponding metrics to promote organizational acceptance of the new resourcing strategy along with managing the financial return of the proposed model.

A set of key metrics are developed for each specific customer to drive to help the customer realize the potential financial benefits outlined in the ROI analysis.

Eagle Creek outlines a resourcing strategy designed to align the IT strategy with the business goals of the organization and then implements an ongoing tactical approach to managing a multi-tiered resource pool.



About Eagle Creek Software Services

Eagle Creek Software Services provides consulting and technical expertise to the Enterprise. The firm focuses on CRM, Information Management (BI) and Applications Development, helping clients increase quality and efficiencies while managing price and risk in software development, deployment, & support.



With over 300 consultants, Eagle Creek Software Services is the largest U.S. based onshore software services company. Eagle Creek is uniquely positioned by combining on site expertise with U.S.-based Technology Centers. The onshore delivery model allows Eagle Creek to achieve consistency, scalability and sustainability in the provisioning of technical and consulting capabilities.

Eagle Creek has expertise in a multitude of industries, and has the experience and know-how to implement, upgrade and maintain enterprise-grade front office technologies, applications and platforms such as Oracle Siebel, Oracle CRM On Demand, Salesforce.com, Marketo and Birst.

For more information on Eagle Creek visit,
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