

Time to hire an expert to review your IT Services contract?



Why review an existing IT Contract?

As of the key divisions in the company providing critical services to the Business and IT, the Sourcing and Procurement Office need to be able to assess the efficiency and effectiveness of an IT Service Contract, in pursuit of achieving the organizational goals such as focus, flexibility, quality of the service, efficiency, and cost of service delivery

CSAs 2014 research reports that more than 48% of IT and BPO Contracts lose about 35%+ value each year. This stems from incompliance, leakage of value and degeneration of provider services over the contract life period.

Take a quick test to determine if you need to review your IT Services Contract

Take the following **Audit Test** to determine if you need a contract audit right away

- 🚩 When was the last time you visited the initial business case / ROI computed with your IT Services Contract?
- 🚩 Are you seeing value leakage in your contract on the account of rate card, COLA, ineffective pricing model?
- 🚩 Do you have industry standard SLAs?
- 🚩 Are SLAs getting reported, tracked, measured, validated and reviewed?
- 🚩 Are you paying for more resources, personnel, licenses or capacity than you actually consume?
- 🚩 Is your contract compliant with external as well as internal policies, standards, processes and guidelines?
- 🚩 Are you regularly monitoring your operational, technological, relationship and environmental risks?
- 🚩 Have you taken any significant measures to conduct benchmarking and continuous improvement?
- 🚩 Are you paying for provider resources, infrastructure, connectivity, etc.?
- 🚩 Are you regularly auditing invoice reconciliation and ensuring no invoice overpayment?



Santosh Sharma
Chief Sourcing Auditor

Santosh Sharma is the Chief Sourcing Auditor at **Sourcing Auditors**. Sourcing Auditors focuses on effective Contract Governance© to help clients derive fullest value from the Contract, safeguard and protect their organization against any external threat or internal non-compliance and continuously strive to improve the stakeholder satisfaction levels from the Contract. Sourcing Auditors uses a uniquely designed, best practices-based and highly comprehensive Audit Framework© that uses about 1200+ sourcing parameters to ensure Contract Compliance©, Contract Optimization© and Contract Improvement©. For more information please contact santosh.sharma@sourcingauditors.com