

PwC's Technology Benchmarking

“IT Transparency” beyond Cost/Price benchmarks

Get Started

Please contact us to discuss your company's needs and the most effective way for your organization to begin the technology transparency process.

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Is my IT spending generating value for my Business?

Today's IT organizations are under constant pressure to deliver value for business. This requires knowing the true value of their IT spending. By gaining deeper insights into IT cost, executives can determine the most effective and productive way to create value for Business, manage innovation, transform talent, manage risk, and optimize IT operations.

PwC's IT Cost Transparency framework helps organizations assess IT spend by measuring the value of IT across the entire value chain from "Strategy to Execution". The framework provides insight into the value of each activity and investment, providing the answers to the questions asked from the C-Suite to IT leadership:

- How do I protect my revenue while reducing costs and managing risk?
- What is the real impact and potential for IT innovation on my business?
- Which products are consuming my technology resources?
- How do I maximize the productivity of my IT resources while maintaining or lowering spend?
- Is my "Technology Debt" inhibiting my growth?
- How does my IT spend compare with my peers?

Understanding PwC's IT Cost Transparency and Benchmarking Process

PwC utilizes years of client service and technical expertise to measure the effectiveness and productivity of IT spend. Engagements may consist of a quantitative benchmark against peers, a comprehensive analysis of IT spend, IT operating model, an assessment of IT demand and supply, IT delivery and support processes, sourcing strategies, and more. Each engagement is custom-tailored to our client's needs and includes a proven four (4) step approach to IT Transparency:

Step 1: Executive Interviews: Structured interviews with key IT and business leaders provide diverse views of IT priorities, challenges, and direct feedback about performance, technology, support, organization, and people. Interview results are used to qualify assessment findings by gaining meaningful understanding of the challenges facing the business.

Step 2: Cost Transparency/Benchmarks: A proprietary set of quantitative and qualitative questions is used to characterize IT processes and practices. The standardization of such questions enables objective comparison of IT functions with external peers and provides analysis of strengths, opportunities, and actionable recommendations. Data is collected using an integrated tool.

Step 3: Activity Analysis: An analysis of IT FTEs within a given process at each staff level helps determine the relative value performed within a process. Additionally, the analysis helps assess the current and future state delivery model by allowing IT processes to be examined at a more granular activity level.

Step 4: Performance Survey: A survey of IT's key customers across the business, including senior managers and executives, supports a gap analysis of IT performance. It also covers customer views on IT expectation and performance and provides an independent view of IT performance

The PwC difference

Success is determined by the imagination, capability, experience, and enthusiasm of the professionals who serve you. A successful IT strategy effort combines both art and science. No team is better positioned — or more committed — to delivering a holistic assessment of IT across the value chain for your organization.