

unbiased clarity and guidance...

XMG Performance Management and Benchmarking Services serve both end-clients and vendors to support their decision-making processes and improve their overall effectiveness in meeting business imperatives. By identifying the areas of performance improvements and cost savings, this Service will positively impact the enterprise bottom-line. Accompanying our Advisory and Consulting practice is XMG's indispensable Research that objectively review vendor offerings. Ultimately, our Service becomes an essential resource to help end-clients and vendors make the right choices with maximum confidence.

Service Coverage

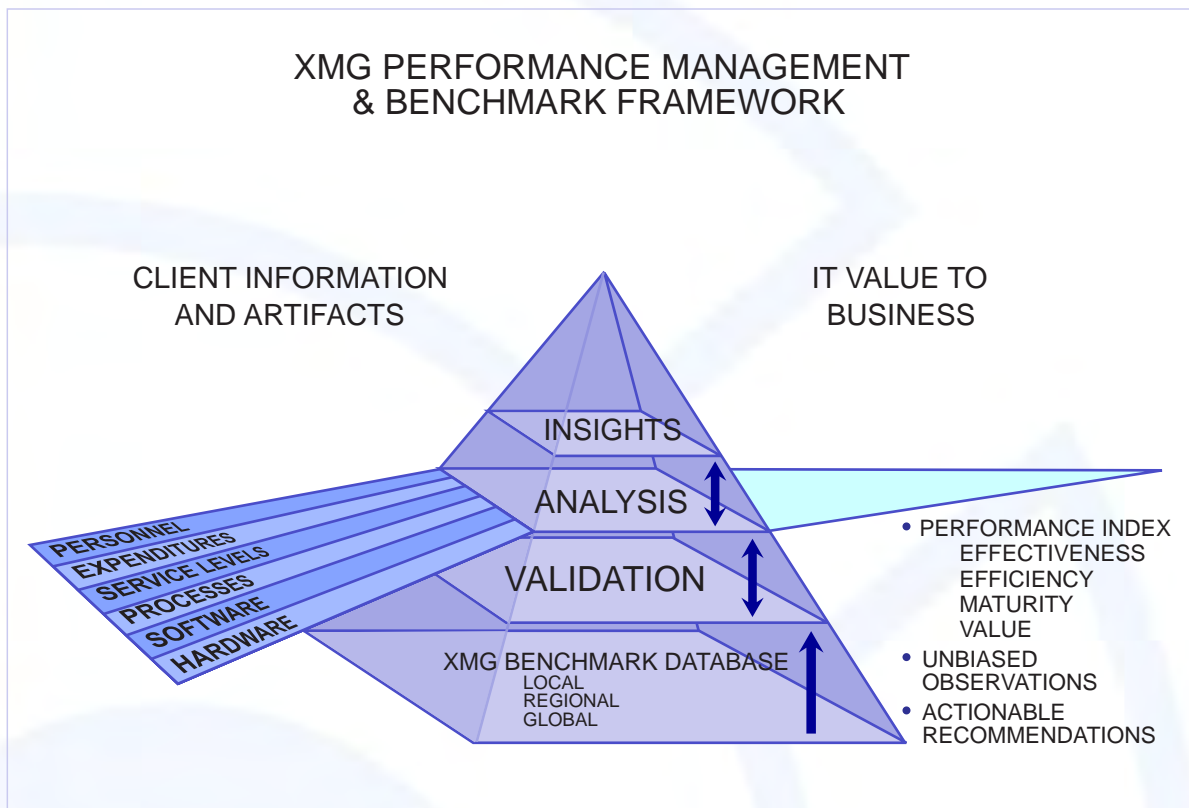
Research:

- Local, regional and global trend analysis
- Measurement practices
- Project case study research
- Vendor impact profiling
- Vendor performance and presence analysis
 - Business and application services
 - Enterprise solutions
 - Infrastructure and commodity platforms
 - IT outsourcing services
 - Telecommunication maturity

Advisory and Consulting:

- Strategic management practice:
 - Balance scorecard
 - Business/IT alignment (strategy, process, technology, people)
 - Investment portfolio management analysis
 - IT budget assessment
 - IT spend analysis
 - Merger and Acquisition (M&A) and consolidation diligence assessment
 - Metrics program development
 - Predictive cost modeling
 - Total Cost of Ownership (TCO) studies
- Benchmark practice:
 - Benchmark analysis
 - Cost benchmark (in-house assessment)
 - Price benchmark (outsourcing market price assessment)
 - Productivity benchmark
 - Service Level benchmark (quality assessment)
 - Value benchmark (efficiency and effectiveness assessment)
 - Simulation and situation analysis
 - Consolidation
 - In-sourcing
 - Outsourcing
 - Shared services
- Application and ERP practice:
 - Application development and maintenance performance study
 - ERP performance analysis
 - ERP ROI analysis
 - ERP valuation and adoption analysis
 - Infrastructure performance study

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Benefits

The benefits of engaging XMG Performance Management and Benchmarking Services includes, but are not limited to:

- Conclusions whether SLAs fall short, meet or exceed best practices, address enterprise quality requirements, and represent realistic cost/price targets
- Cost benchmarks validating cost and associated quality of IT services relative to industry standards/best practices
- IT Healthcheck to ensure assets and services are provisioned at optimum levels
- Outsourcing simulations and predictive modeling to establish whether insourcing, selective sourcing or total outsourcing will meet business objectives
- Price benchmarks validating market price competitiveness relative to provisioned IT service levels
- Quick identification of IT portfolio strengths and weaknesses

XMG's highly respected analyst insights, combined with our detailed metrics, knowledge and understanding of the industry, will help our clients continuously improve and calibrate IT to peak performance.