

IT Service SmartAnalysis

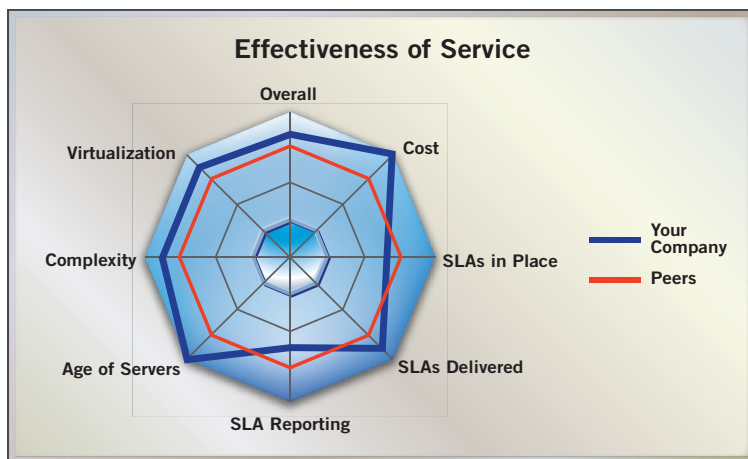
Through the IT Service SmartAnalysis, IDC offers benchmarking for the full range of IT services.

IDC currently benchmarks some of the world's largest IT service and outsourcing agreements.

For over 12 years, IDC has benchmarked IT hardware, saving clients billions of dollars by providing actionable data and market intelligence. IT Service SmartAnalysis now delivers the data you need to back up your IT Service provider and outsourcing decisions.



Businesses are asking the questions. IDC has the answers.



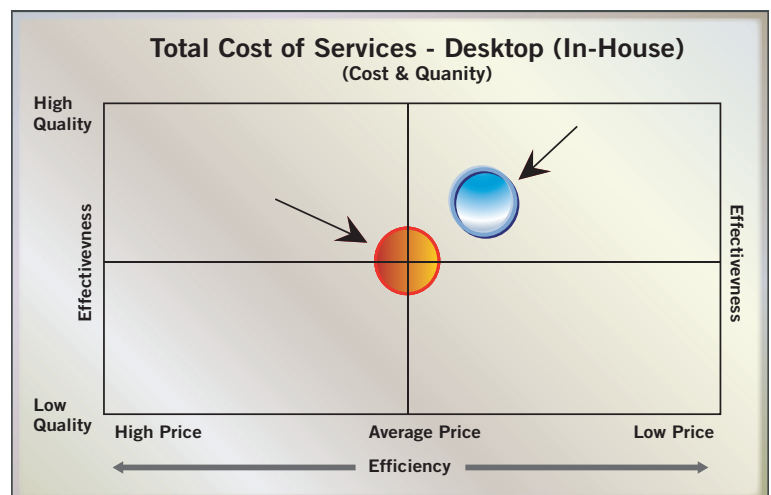
How effective is our IT service provider for the price we are paying?

How do we optimize spending with IT service providers and outsourcers?

Are we paying too much for the service levels we have negotiated?

Should we outsource?

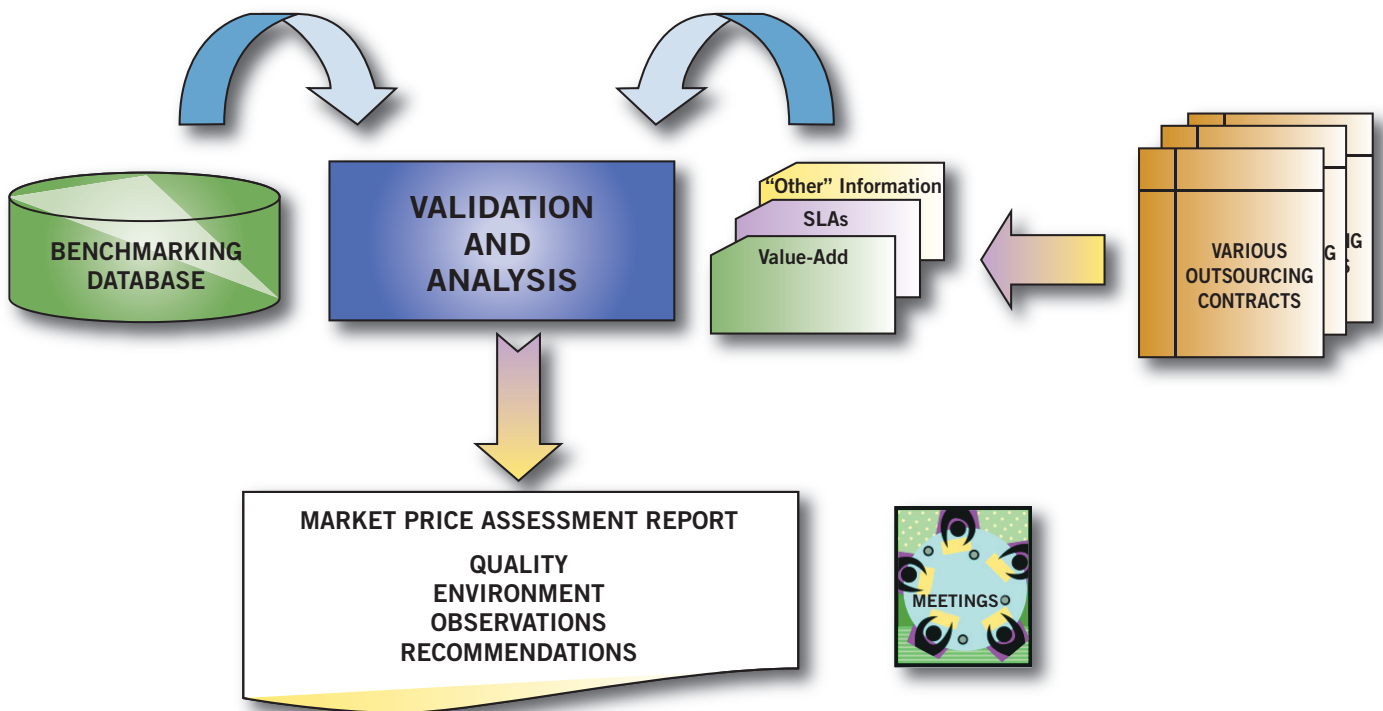
Should we backsource?



Sourcing and IT professionals need this data to back up their sourcing and IT strategy decisions.



A different approach to IT services benchmarking



IDC's IT Service SmartAnalysis offers a fresh approach to IT benchmarking

1. Streamlined data collection: Self-populating templates reduce the client's time commitment
2. Actionable data and recommendations; business advice and alignment to industry standards and trends
3. Best-of-breed data set: the largest and most accurate sample of global organizations



IDC's IT Services SmartAnalysis can benchmark the following categories:

- PC's and distributed computing
- Helpdesk
- Servers
- Storage
- Networking
- Application development, maintenance and hosting
- Email
- Security