

*In a single-supplier, mid-contract-term situation, Opera achieved \$585MM savings (26%) over the life of the contract by creating better visibility into vendor costs and identifying new reengineering opportunities*

## BACKGROUND

- For IT infrastructure management, client was tied to a multi-year out-tasking arrangement with a single, not-best-in-class vendor
- Client’s contracts provided only limited control over performance and terms

## ACTION

- Reverse-engineered vendor economics and found their costs had dropped sharply – creating negotiation leverage for our client
- Identified areas for infrastructure redesign and use of new technologies that would further bring costs down while improving service
- Successfully conducted negotiations using these leverage points

## IMPACT

- Better service performance and quality
- More services added for no additional cost

***Overall saves: 3- year cumulative savings impact of \$585 MM***

## RESULTS: CONTRACT SAVINGS FROM RENEGOTIATION

**3- Year Cumulative Impact**  
\$MM

