

IT cost optimisation

IT cost optimisation avenues

Short term	Infrastructure management	Application management	IT services	Sourcing	Organisation/ processes	Digitisation
	Asset rationalisation (e.g. short-term capacity cuts, asset assignment review)	Reassessment of project portfolio (e.g. focus on single business unit)	Service streamlining (e.g. rightsizing of service portfolio, SLAs)	Contract review (e.g. license management, re-negotiation of IT services, centralised purchasing)	Demand management optimisation (e.g. centralised balancing of demand and supply)	IT analytics (e.g., drive insights through advanced analytics for improved IT performance)
	Utilisation improvement (e.g. postponement of re-investments for infrastructure)		Service desk performance improvement (e.g. improvement of first fix rate)			Implementation of HR-related measures (e.g. hiring/ salary freeze, activity-based resource cuts)
	Infrastructure consolidation (e.g. data center, server)	Application consolidation (e.g. ERP, end-user client applications)	Process standardisation and automation (e.g. service management tools)	Vendor consolidation (e.g. ERP service provider bundling)		Testing automation (e.g., automate unit and integration testing)
	Architecture clean-up/ re-design/ standardisation (e.g. domain framework, complexity reduction)		Operating model (e.g. regionalisation, carve-outs, relocation)	Outsourcing and offshoring (e.g. increased use of offshore resources)	Effective IT governance (e.g., release management)	Robotic automation (e.g., automate maintenance and monitoring activities)
	Leveraging new technologies (e.g. cloud computing, virtualisation, SaaS)					Agentic AI/GenAI (e.g., Process automation, personalisation)
Long Term						

IT cost optimisation journey

1	Review the operating model Centralised governance and decentralised execution
2	Remodel the organisation structure Geographical consolidation with tiered hub and spoke hierarchy
3	Redefine roles and KPIs Rationalised roles for enabling value optimisation with distinct KPIs
4	Identify distinct competency frameworks Creating skill clusters to ensure future readiness
5	Reevaluate talent and capabilities Cross-functional collaboration for niche capabilities
6	Integrate data and digital architecture Real-time visibility through standardised and unified digital platforms