



Ensuring sustainable cost savings through IT and delivery teams

Cost optimizations by Proservia

In today's world where 'everything is becoming digital', one might think that cost savings are a logical outcome of digitalization and automation. But is that really true? What can technology do and, as important, how do you ensure savings are sustainable and implemented throughout your organization?

Significant cost savings in IT and business processes can typically be generated by:

- > Migration from legacy customer-owned hardware to (hybrid) cloud solutions
- > Virtualization of classical hardware scenarios
- > Effective management of assets, software and licenses
- > Optimization of business processes by (cognitive) robotic automation
- > Create scale and 'leverage effects' in supply chain by supplier optimization programs

One key element that is often overlooked, is the impact on companies' workforce: can your current (IT) staff drive that digitalization? Do required and current skills still match? What about cultural and organizational readiness for massive (IT) changes? And finally, how will you deal with the surplus of staff post automation initiatives? All questions that are (in-)directly related to your cost saving potential.

Market Trends

- > Intelligent automation of (IT) processes can generate 40-70% of cost savings. Examples: 50% of server business and up to 70% of network services can be automated by 'RPA & Autonomics'
**KPMG Brandvoice, September 2017*
- > Many of the 'classical IT outsourcing' deals are suffering a lack of true HR transformation, resulting to high legacy cost structures
**Gartner Forecast Overview: Consulting and Implementation Services, Worldwide, 2017 Update*
- > Reducing Software licensing expenditures by over 30% by deploying proper & automated software asset management tools & processes
**Gartner: 3 ways to cut software costs, July 2016*

The Proservia Solution

Together with your business and IT leads, Proservia conducts an assessment that outlines exactly what saving potential can be achieved, via which initiatives and what the impact will be on cost, processes and service experience. Upfront investment (ROI-time) and running-cost are openly shared. In addition, we will demonstrate the overall organizational impact (e.g. on people) and what solutions we can offer to mitigate negative implications as well as to maximize the organizational acceptance of the change.

Why Proservia

We are convinced that the digital transformation can only be successful when integrating the human factor. Changes in an organization need to be addressed holistically considering "man power" and IT topics together.

We call it peopleIT.





Robotic Process Automation (RPA)

The optimization of business processes unfolds a huge variety of saving potentials. Various maturity levels of RPA enable companies to automate standard and repetitive processes but also more complex services. By implementing RPA solutions, you will achieve cost savings through:

- > Improved quality of automated processes with 100% accuracy on automated events, hence avoiding cost of processing failures
- > Reduced processing cost whilst service is established and available 24/7/365
- > Service is scalable and flexible to changing business volume without cost impact
- > Additional automation potential is identified by use of further data insights generated from automation

Proservia designs, deploys and operates RPA solutions based on its broad experience in running customer IT environments.

Our experts and selected partners help you by performing assessments of your existing IT services environment. This covers both business and IT technical aspects as well as non-IT aspects like workforce and organizational development, in order to identify the right areas with the best ROI on RPA.



Modernize your IT environment via pro-active IT-Sourcing Model

Proservia has helped many customers to drive enhanced optimization throughout their IT landscape by e.g. migrating business applications to the Cloud, migrating to Windows 10 and by effectively rolling out collaboration toolsets like Office365®. Modernizing your IT environment means less effort and cost for maintaining your environment, whilst your employees and customers are enabled to collaborate in a modern, fast, agile and user-centric way.

Further actions triggering incremental cost saving can be:

HR & Workforce Transformation

- > Transform and realign your workforce, skills and cost of labour to the 'new normal' in the digital business environment
- > Develop (IT) talent into new career opportunities, matching tomorrow's skills that will be in demand
- > Talent sourcing concepts
- > Restructuring mitigation program, by reactivating your (IT) workforce

Organizational development

- > Management of change
- > Organizational design to the digital world
- > Multi-supplier management, driving supply chain governance and optimizations

Want to learn more?

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Proservia combines the aspects of digitalization and its impact to people into solutions. *As European IT Services brand of ManpowerGroup we focus on in-country delivery, employing over 7,000 people. In Germany, with ~1,000 experts, we act as flexible partner always close to our customers with a focus on the user-related aspects of digital transformation.*