



## Expense Reduction Analysts

## IT&T Review Covid-19

Recent times have forced companies to either invoke Disaster Recovery plans or to create them on the fly. By and large, what we are hearing from both clients and vendors is that resistance and barriers to IT transformation have all but disappeared. The COVID-19 pandemic has created new ways of virtual team collaboration and innovative ways of interacting with clients.

The largest inhibitor to the success of all of the above is when your current supplier's contract is locking you into technologies that you are no longer using, or not advising you of emerging technologies to support your changes.

### Questions to consider...

1. **When was the last time you went to the market for IT services to ensure that your business is keeping up with "best practice"?**

The IT keeps evolving with new technologies, and cloud has matured. Does your WAN support optimised access to remote/cloud services; if not, perhaps it's a good time to test the market?

2. **Do you need help with defining business requirements and the writing of an RFP?**

Too often, tenders are sent out to suppliers with a focus being on Headline Rates only. It's important to note that service, SLA and ongoing management of the environment in the wrong hands will erode any or all headline rate savings in outages.

3. **When was the last time you reviewed your BYOD or work from home policy?**

Many policies are out-dated, don't include critical areas around mobile enablement, access to critical data and are too long to read. A policy should be relevant, provide key areas, easy to comply with and drive savings/ efficiencies while maintaining the organisation's security posture.

4. **How do you know you are getting the best rate possible from your suppliers? ERA's extensive database can benchmark your rates against similar business size and spend.**

Do you need help with benchmarking your spend across your IT&T silos such as Mobile, WAN, Service Desk, etc.?

Are you receiving meaningful ITSM reporting to help with benchmarking and or usage? Are you still confused with the data received due to ageing supplier infrastructure producing phone book size reports with no usable data?

Expense Reduction Analysts can assist.

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