



Sustainable Cost Reduction

CPT Global

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1 Introduction

No modern enterprise can prosper without an appropriate investment in infrastructure and information technology. It is through this technology that companies interact with their customers and business partners, and the cost of IT generally accounts for a significant portion of the total budget. The constantly rising cost of technology is leading companies to sharpen their focus on initiatives that will maximize its effectiveness.

This white paper will consider how an organization can build a business case to develop and implement a strategy for achieving sustainable cost reductions in IT. The concepts explained herein have been derived from CPT Global's years of experience helping organizations address the problem of escalating technology costs, which are often a function of background throughput and performance issues.

This paper will explain:

- Key drivers for IT cost reductions
- Common areas of inefficiency and poor performance
- Root causes of technology performance problems
- Organizational resistance to change in a cost-reduction context
- CPT Global's recommendations for a sustainable cost-reduction strategy
- Governance issues that can hinder an otherwise successful cost-reduction program

This paper will also discuss tactics that an IT organization should consider when implementing a cost reduction strategy, to minimize risk and maintain control of the service delivery model.

If you want to receive the paper you can write to:
batch-enquireEurope@cptglobal.com