



A rapid assessment and personalized benchmark to provide organizations with ideas for improvement and cost savings

- Are the costs of your current IT operations in line with market rates?
- Have you compared your IT operational maturity in relation to best practices?
- Do you have a formal program to continually identify opportunities for improvement?

Program offered for a limited time in cooperation with



The leader in outsourcing benchmarking

What We Offer

According to many analysts, benchmarking is often the only way to achieve a balanced measure of the many variables involved in satisfying clients and service providers in diverse and complex IT environments. While it does not provide a perfect measure, it does provide a reasonable reference point with which to interpret other attributes of services and assure market price consistency.

The CompuCom Challenge is a personalized benchmark well-suited to our current global economic conditions as IT departments are under pressure to reduce costs, maintain service levels and drive greater business value from their infrastructures. The use of benchmarking as a quantifiable barometer to compare pricing and control costs serves as a health check for currently outsourced IT functions.

The CompuCom Challenge includes a summary report and up to four benchmarks that look at Service Desk, Desktop Management, Network Management and Server Management. The benchmarks are tuned to market rates supplied by ProBenchmark, the leader in IT benchmarking services according to Brown and Wilson's Black Book of Outsourcing for 2009. CompuCom additionally produces a summary report that estimates projected savings based on a client's execution of a jointly-developed transformation roadmap and continuous improvement program.

Available free for a limited time, you need only complete a brief online interview to receive the free reports. If you decide to find out more, you contact us. No salesperson will call on you and your information is strictly confidential.

How You Benefit

The CompuCom Challenge requires minimal time commitment and in exchange, you will receive:

Insight to Market Rates – Most analyst reports and survey results report market prices as broad sweeping ranges, which in most cases is not very helpful. With the CompuCom Challenge, a market target is produced based on size, length of contract and scope of service—a result worth comparing against current providers or current in-house operations.

Assessment of Operational Maturity – With some IT organizations incorporating best practices that include process optimization and integration, these organizations and their respective businesses save costs and enjoy a distinct competitive advantage over laggards. Answer some operational questions and you will receive an idea of your current maturity against an ideal state as defined by CompuCom's Integrated Infrastructure Management™ (IIM) Solution—a framework and blueprint based on ITILV3 and other proven quality practices. Go to CompuCom.com and click on Services.

Identification of New Opportunities for Growth – Positive transformation is a hallmark of sourcing services with CompuCom. Our leadership in the outsourcing market is based on creating savings and quality improvement for clients on an ongoing basis by driving continual improvement. Your summary report will offer you ideas on where to find your next frontiers of operational savings.

Did You Know?

According to French and Seward (1983), "A benchmark was originally a mark (which looked like a bench) made on a durable surface by a surveyor to indicate a carefully measured altitude that he would use as a reference point for measuring all other altitudes." First appearing in English around 1842, today it has become the comparative measurement for quality, performance, and costs.

To get started visit:

info.compucom.com/content/Challenge

The online interview that initiates the CompuCom Challenge is simple to navigate. It requires you to supply your name, e-mail and organization.

While this program is free, it is only open to current and potential clients of outsourcing services who do not currently provide outsourcing services or advise clients on sourcing strategies or services. If you meet these conditions, this free offer is open to you.

Here is the type of information you'll be asked to provide:

- Quantities of IT assets (desktops, laptops, servers, routers) by type, etc...
- Numbers of average incidents and change requests
- Service periods (e.g. 7 x 24)
- Service levels

Please contact us should you need any help completing the interview by sending an e-mail to: servicesmarketing@compucom.com



Your personalized CompuCom Challenge report includes a cover page, summary page (center), an opportunity summary for each service tower color keyed to the summary (lower left); and individual benchmark summaries (upper and lower right). Glossaries are added so that you will understand the assumptions behind the questions.

Why CompuCom

The CompuCom Challenge is an amazing limited-time offer to gain insight about your current ability to compete with others in the market. This program, designed with ProBenchmark, is unique in the marketplace and comes at a time when many industry experts say that providers shy away from benchmarks. This is not the case with CompuCom. We are confident in our ability and track record of delivering performance.

Check out what we did for one client as validated by a leading industry analyst organization, Forrester. The results not only made the CIO a success, but also earned us an Outsourcing Leadership Award for flexibility. Just request "The Total Economic Impact of CompuCom Integrated Infrastructure Management Services" from the following page on our Web site: <http://www.compucom.com/company/whitepaper/register.aspx>

CompuCom®

The Leading IT Outsourcing Specialist

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