

# Governance Processes Create Path to Global Sourcing Success

## Client Problem

A multinational, Fortune 100 company with increased focus on outsourcing had no clear way to evaluate and manage its service providers. They asked WillowTree Advisors to help define and establish detailed IT governance processes, and lay the foundation for solid, worldwide supplier management.

## WTA Solution

Assembling a team of knowledgeable professionals, WTA quickly assessed client needs. Next, expert advisors facilitated the leadership team toward understanding and agreeing on the issues. WTA then worked with the team to establish roles and responsibilities, governing processes, metrics, and reporting requirements that met the needs of all stakeholders.

Instead of junior-level consultants, WTA staffed the project with seasoned professionals whose direct experience developing IT governance organizations accelerated their progress. They saved more time by leveraging templates based on industry standards and customizing client processes to fit their unique environment. The result was a focused set of tools, templates, and processes, which the client implemented across the global organization.

## Successful Outcome

WTA completed the project in two months, rather than the usual six. Going forward, the client leadership was able to provide management teams with a defined set of processes that reflected their company's needs and realities, while improving supplier management for services and technologies.



WTA Advisors met with company managers to define processes for managing IT suppliers.

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*"We learned a lot along the way.*

*The approach was methodical and logical...very good."*

IT Governance Manager

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