

A Healthcare Institution Determined If A Fully Outsourced Model Was Financially Feasible And Beneficial

PROBLEM

The 5th largest healthcare institution in the Netherlands has around 14,000 employees, around 200,000 patients in its 25-year history and around 1 million euros in revenue. The IT organization, providing datacenter services, workplace services, end user support, security, and connectivity, serves about 15,000 users spread over about 600 locations.

The healthcare institution has an internal IT organization instead of an outsourcing model. It was feeling pressure.

SOLUTION

To relieve the pressure that the operational teams providing IT to the organization were experiencing, they hired IDC Metri to resolve two concerning areas: (1) assess market conformity of current costs, and (2) develop a fully outsourced, future IT costs model.

PLAN IN ACTION

To meet the healthcare institution's challenge, IDC Metri performed a benchmark. In essence, this was a cost benchmark in which the FTEs are also included as standard.

IDC Metri was able to answer both questions for our client's IT management and their stakeholders using IDC's standardized methodology consisting of data collection, benchmarking, workshops, and custom developed databases capturing IT cost and price benchmark data.

RESULTS

IDC Metri concluded that the current IT cost level was attractive. Transitioning to a fully outsourced scenario would improve IT quality (by maintaining standardized SLAs) but would raise IT cost significantly.

ABOUT IDC METRI

Founded on the premise of measuring IT performance in a fact-based way to support innovation and to drive business value creation, IDC Metri helps organizations get the full value of their IT functions by maximizing IT budget planning, lowering technical debt and speeding time to market.

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