

Info-Tech Research Group F24 GSA Product & Pricing

GSA Contract # GS-35F-298GA
IT Advisory & Consulting

ADVISORY MEMBERSHIP

The Advisory membership is designed to help IT leaders and managers complete projects and improve processes by leveraging our team of expert analysts and world-class research. It includes our basic content and services and is a great way for IT employees to experience and leverage the core services of Info-Tech.

Service Delivery

Custom Key Initiative Plan

We work with you to identify your top priorities and tailor our services to drive your key initiatives. This ensures a guided and aligned approach to make the most of your Info-Tech membership.



Sample Key Initiative Plan

Also Includes:

- Designated Account Manager

Research Content

Project Blueprints

Over 450 step-by-step project methodologies to help members execute technology projects and improve core IT processes.

Tools & Templates Library

Over 1,000 ready-to-deploy tools and templates to save members time creating critical IT documents and project deliverables.



Sample Template

Software Selection Content

SoftwareReviews vendor evaluations and rankings reports that aggregate feedback from real IT professionals and business leaders.



Sample Data Quadrant Report

People & Leadership Research

Strategies on how to lead teams effectively and resources proven to help you become a better manager.

Also Includes:

- IT Process Research

Advisory Services

Software Selection as a Service (1/year)

Five advisory calls over a five-week period to accelerate and improve the member's software selection process.

Unlimited Analyst Calls

Unlimited phone access to our team of subject matter experts to guide you through your most challenging technology projects. An analyst from the team who wrote the research works with the member at key project milestones to advise, coach, and offer insight.

Also Includes:

- Info-Tech LIVE Ticket

Digital Experiences

IT Diagnostic Programs

Over 20 prebuilt survey programs to ask business and IT stakeholders insightful questions and convert their responses into reports that help IT departments make critical decisions.



Sample Diagnostic Report

Info-Tech Academy Training Platform

An online learning management platform with 100+ hours of video content, 50+ quizzes, and 9 certification programs.



Sample Video Content

Industry Roundtable – Virtual

Access to monthly virtual industry roundtable discussions and peer networking to explore common challenges, share best practices, and help shape our industry research agenda.

Also Includes:

- IT Metrics Dashboard
- Leadership Development Program

COUNSELOR MEMBERSHIP

The Counselor membership is designed to improve the maturity of IT and develop CIOs and IT leaders with expert guidance complemented by robust services, research, tools, and resources. It includes our most popular content and services to execute key initiatives.

Service Delivery

Dedicated Executive Counselor

Members receive personalized and confidential one-on-one support from a seasoned IT executive to achieve their personal/organizational goals, grow as a leader, and prepare for the next chapter of their career.

Also Includes:

- Custom Key Initiative Plan
- Designated Account Manager



Sample Key Initiative Plan

Research Content

Project Blueprints

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Tools & Templates Library

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Sample Template



Sample Data Quadrant Report

Advisory Services

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Contract Review Services

Access to our IT contracts experts who will conduct a business review of the Terms & Conditions and provide a comprehensive written summary of feedback.

IT Vendor Price Benchmarking & Negotiation Assistance

Access to our IT pricing experts and exclusive negotiation intelligence to achieve best in circumstance deals on \$1M+ contract value covering 40+ major IT Vendors. IT Vendor Negotiation Assistance for up to 2 contracts included with membership.

Also Includes:

- Info-Tech LIVE Ticket

Digital Experiences

IT Diagnostic Programs

Over 20 prebuilt survey programs to ask business and IT stakeholders insightful questions and convert their responses into reports that help IT departments make critical decisions.

Info-Tech Academy Training Platform

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Also Includes:

- IT Metrics Dashboard
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Sample Diagnostic Report



Sample Video Content

Technology Contract Review & Strategy

Reduce risks and save time on every IT vendor negotiation

1

Identify areas of risk on your vendor contract beyond the legal terminology.

2

Improve vendor performance by ensuring clear vendor accountability.

3

Level the playing field and negotiate customer favorable terms and conditions.

1,500 +

Contract Reviews annually. Average savings Per Measured Value Survey is \$10k

1,500 +

Unique IT Vendors in our Knowledgebase

20,000 +

Pages reviewed annually

10,000 +

Client Hours saved annually

Vendor Contract Review

Contract review

Vendor terms & conditions shared 5 business days in advance of the call

In-dept contract review where Info-tech analysts review your contract terms and conditions.

Identify and fill the gaps left between silos of legal, IT, and business stakeholder reviews.

Unlimited contract review service, no limitation on the number of contracts or length.

Risk mapping and recommendation

Written feedback provided for each Contract Review prior to the analyst call.

Detailed comments provided in-line within the contract.

Negotiation support

Coaching and support throughout the contract terms negotiation.

All identified savings goes back to the member organizations' bottom line, we don't take a % of savings.

Sample Vendor Contract Review

Company shall provide those Services as set forth in the Schedules. Services may be added at a Customer location upon written agreement of the Parties. **Notwithstanding anything to the contrary in this Agreement, Customer shall not terminate or reduce any Services except pursuant to Section XX.X.**

This is a "One way agreement" you can true-up but not true down, consider adding Business Downturn language.

Customer's use of the Services is **solely at its own risk** and subject to all applicable local, state, national and international laws and regulations. Notwithstanding the forgoing, **Company agrees that it shall take commercially reasonable steps to protect Customer's information transmitted via the Services**. Company does not provide services that store or manipulate customer information such as account numbers, credit card information, or other consumer-based transactions.

Use Services at your own risk! The Company cannot be held accountable for anything.

This reads as best effort with no promises or guarantees. How is "reasonable" defined? If the don't protect your data, what recourse do you want?

Company shall invoice Customer for the fees and charges as set forth in the Schedules. The first payment shall be due on the first (1st) day of the month **after the date of invoice and subsequent payments shall be due on the same day of each month thereafter (the "Due Date") until the expiration of the applicable seven-year term.** In the event that a location is not activated for an entire month, then the charges shall be prorated to the actual days the Services were active. The Parties agree that any invoice not paid by the Due Date shall bear late payment fees at the rate of 1-1/2 % per month (or such lower rate as may be required by law) until paid in full.

This conflicts with the 5-year term stated in the Term Section. Also, a complex way of saying invoices are due in 30 days.

Company hereby represents, warrants and covenants that with respect to this Agreement and each Schedule executed hereunder that, at the time the Services are to be provided that Company: (a) is a Limited Liability Company (LLC) duly organized and validly existing in good standing under the laws of Pennsylvania; (b) is duly qualified to conduct its business in each of the locations at which it provides the Services; and (c) is duly authorized to execute and deliver this Agreement and represents that the person executing this Agreement is so authorized.

There are no warranties that their work product will conform or perform to any standards, documentation, SOW, deliverables, or work completed in accordance with manufacture's specifications. Consider financial and non-financial remedies for any added warranties.

Vendor Price Benchmarking & Negotiation

Reduce risks and secure a great price

1

Reduce pricing complexity with peer benchmarking data

2

Realize significant savings on high-value contracts.

3

Win more negotiations with confidential negotiation assistance

\$1.7 Billion +

In IT vendor contract reviews annually. Average savings per Measured Value Survey is \$105k

\$375 Million +

In actual client savings annually

6,500+

IT vendors agreements
In our knowledgebase

45+

IT vendors with deep pricing insight

Vendor Price Benchmarking & Negotiation

Vendor Insight Call

Vendor proposal shared 48 Hours' notice in advance of the call

Target price benchmarks

Negotiation strategies

Ongoing Negotiation Assistance

Analysis of vendor interactions

Guidance on response to vendors

All identified savings goes back to the member organizations' bottom line, we don't take a % cut.

Availability in membership & workshops & success-based fee

Service available for all SW & HW contracts

Available to all Counselor Members (subject to annual contract deals with negotiation assistance)

Available to all Leadership and Advisory Members (subject to a 15% success-based fee on realized savings)

Available to all clients utilizing workshops

Major Vendor List

Vendor	Fiscal year end	Q1	Q2	Q3
Adobe	30-Nov	28-Feb	31-May	31-Aug
Autodesk	31-Jan	30-Apr	31-Jul	31-Oct
AWS	31-Dec	31-Mar	30-Jun	30-Sept
Boomi	31-Jan	30-Apr	31-Jul	31-Oct
Cisco	30-Jul	30-Oct	29-Jan	30-Apr
CrowdStrike	31-Jan	30-Apr	31-Jul	31-Oct
Dell EMC	31-Jan	30-Apr	31-Jul	31-Oct
DocuSign	31-Jan	30-Apr	31-Jul	31-Oct
Google Cloud	31-Dec	31-Mar	30-Jun	30-Sep
Hewitt Packard/HPE	31-Oct	31-Jan	30-Apr	31-Jul
IBM Red Hat	31-Dec	31-Mar	30-Jun	30-Sep
Informatica	31-Dec	31-Mar	30-Jun	30-Sept
Juniper Networks	31-Dec	31-Mar	30-Jun	30-Sept
Microsoft	30-Jun	30-Sep	31-Dec	30-Mar
Microsoft Azure	30-Jun	30-Sep	31-Dec	30-Mar
Microsoft Dynamics	30-Jun	30-Sep	31-Dec	30-Mar
Microsoft LinkedIn	30-Jun	30-Sep	31-Dec	30-Mar
Okta	31-Jan	30-Apr	31-Jul	31-Oct
Oracle	31-May	31-Aug	30-Nov	28-Feb
Oracle BEA Systems	31-May	31-Aug	30-Nov	28-Feb
Oracle Golden Gate	31-May	31-Aug	30-Nov	28-Feb
Oracle Hyperion	31-May	31-Aug	30-Nov	28-Feb
Oracle Micros	31-May	31-Aug	30-Nov	28-Feb
Oracle NetSuite	31-May	31-Aug	30-Nov	28-Feb
Oracle PeopleSoft	31-May	31-Aug	30-Nov	28-Feb
Oracle Siebel	31-May	31-Aug	30-Nov	28-Feb
Oracle Sun	31-May	31-Aug	30-Nov	28-Feb

Major Vendor List Continued

Vendor	Fiscal year end	Q1	Q2	Q3
Palo Alto	30-Jul	30-Oct	29-Jan	30-Apr
Salesforce	31-Jan	30-Apr	31-Jul	31-Oct
Salesforce Demandware	31-Jan	30-Apr	31-Jul	31-Oct
Salesforce MuleSoft	31-Jan	30-Apr	31-Jul	31-Oct
Salesforce Slack	31-Jan	30-Apr	31-Jul	31-Oct
Salesforce Tableau	31-Jan	30-Apr	31-Jul	31-Oct
SAP	31-Dec	31-Mar	30-Jun	30-Sep
SAP Ariba	31-Dec	31-Mar	30-Jun	30-Sep
SAP Business Objects	31-Dec	31-Mar	30-Jun	30-Sep
SAP Callidus Cloud	31-Dec	31-Mar	30-Jun	30-Sep
SAP Concur	31-Dec	31-Mar	30-Jun	30-Sep
SAP SuccessFactors	31-Dec	31-Mar	30-Jun	30-Sep
SAP Sybase	31-Dec	31-Mar	30-Jun	30-Sep
Service Now	31-Dec	31-Mar	30-Jun	30-Sep
Snowflake	31-Jan	30-Apr	31-Jul	31-Oct
UKG (Ultimate/Kronos) US Only	30-Sep	31-Dec	31-Mar	30-Jun
VMware by Broadcom	31-Jan	30-Apr	31-Jul	31-Oct
Workday	31-Jan	30-Apr	31-Jul	31-Oct
Zscaler	31-Jul	30-Oct	20-Jan	30-Apr

Let us save you money on your next IT Support Agreement leveraging 3rd Party Support

US Cloud for Microsoft Unified Support saving clients 30% to 50%

Curvature Park Place for Cisco, Dell EMC, Palo Alto, NetApp & HPE Juniper 3rd Party Hardware Support saving clients 50%.

Rimini Street & Spinnaker 3rd Party Support for Oracle and SAP Support saving clients 50%

Curvature Park Place & Rimini Street VMware SNS Support saving clients 30% - 50%.

Actual Client Savings achieved by ITRG Members

Optimize costs and reduce the risks associated with high value, long-term IT commitments

COMMERCIAL



VxRail
Subscription Agreement
Proposal: \$1,253,669
Agreement: \$900,736
Savings: \$352,933



Falcon EPP Bundle
Subscription Agreement
Proposal: \$13,100,000
Agreement: \$10,789,000
Savings: \$2,311,000



EA, SCE, Azure & Unified Support
Subscription Agreement
Proposal: \$19,797,374
Agreement: \$17,014,814
Savings: \$2,782,560

EDUCATION



All Aps Pro
Subscription Agreement
Proposal: \$1,806,378
Agreement: \$1,513,616
Savings: \$292,762



Networks & Support
Subscription Agreement
Proposal: \$5,714,141
Agreement: \$3,741,122
Savings: \$1,973,019



Cloud & Premier Success
Subscription Agreement
Proposal: \$2,187,333
Agreement: \$1,781,515
Savings: \$405,818

GOVERNMENT



DNA EA
Subscription Agreement
Proposal: \$1,777,435
Agreement: \$1,121,303
Savings: \$656,132



Enterprise Automation Suite
Subscription Agreement
Proposal: \$1,023,683
Agreement: \$769,502
Savings: \$254,181



Software & Support
Subscription Agreement
Proposal: \$3,091,574
Agreement: \$2,021,878
Savings: \$1,069,696

NON-PROFIT



S/4HANA
Subscription Agreement
Proposal: \$4,032,675
Agreement: \$3,288,649
Savings: \$744,026



ITSM, HAM & SAM
Subscription Agreement
Proposal: \$1,570,546
Agreement: \$1,223,714
Savings: \$346,832



Business Critical Edition
Subscription Agreement
Proposal: \$3,512,467
Agreement: \$2,913,515
Savings: \$598,952