

SAMPLE Opportunity Matrix

H	High probability of significant savings, little to no investment required to enable
M	High to medium probability of significant savings, investment likely required to enable
L	Low probability due to significant complexity and business impact

Silver Tree Consulting & Services Client Assessment	Current Spend	Savings Opportunity	Area	Savings Outlook	Savings %	Degree of Difficulty H/M/L	Risk Mitigation	Service Improvement	Strategic Imperative	Characteristics/Comments
Full audit of SaaS subscriptions & licenses for utilization alignment and product rationalization opportunity	\$2,544,379	\$763,314	Software License / SaaS Subscription	H	30	M	H	M	L	High probability of savings in SaaS subscription and Microsoft Licensing - Inventory and License agreements needed to size actual savings.
Consolidate 3rd Party development to single offshore provide to reduce cost and improve efficiency	\$250,000	\$75,000	App Dev 3rd Party agreements	M	25	M	H	H	L	Particular focus on professional services, carrier, hosting & connectivity.
SD-WAN Impact Assessment based on detailed carrier spend, current performance analysis, and projected performance needs particularly in light of likely post Covid-19 operating norms	\$775,000	\$232,500	Network	M	30	L-M	H	M	TBD	Network security assessment & validation. Performance Analysis that includes secure internet connectivity, LAN Optimization, SDWAN strategy adds QoS on network and optimizes costs.
Evaluate current contact center solution and performance for strategic improvement opportunity Create UC strategy based on projected working norms and in office / wfh balance shift	\$136,000	\$40,800	UC/CC/PBX > Cloud	M	30	L-M	M	H	M	Mobility with remote workforce with enhanced collaboration tools will improve employee experience and performance. Cloud offers lower cost for remote or smaller locations. Management tools to decrease costs of adds, moves and changes, and easily move people from the office to home office as well as contact center agents. Customization between salesforce integration with contact center could improve efficiency with positive impact on revenue. Business continuity with cloud vs on-premise systems in 12 locations.

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Evaluate roles / responsibilities to design and implement globally sourced enterprise services (NOC, Systems Management, Application Dev & maintenance, End user Services, BI & Analytics, Enterprise Architecture)	TBD	TBD	Labor Savings General	H	30	M	M	M	TBD	Role definition required. Significant opportunity. Global Delivery / India or EE -- Flexible staffing, staffing risk mitigation.
Hosting rationalization / cloud migration assessment to both optimize cost and enable / support mobility strategy	\$253,214	\$37,982	Hosting/DR > Cloud	M	15 or greater if DR	M	H	H	TBD	Analysis is to balance DR risk mitigation with potential cost savings.
Implement centralized enterprise management, continuous improvement, service automation to reduce ratio of support tickets to supported users to industry good practice norms.	\$992,530	\$327,535	ITSM Efficiency	H	30					Tickets / User / Month > 30% above industry good practice - centralized enterprise management and associated problem management / continuous improvement.
Insight into these areas would require significant analysis and understand of the specifics of the application environments and data strategy. The general labor analysis along with the 3rd party application support consolidation would give significant insight to these opportunities			Demand Management	H	25	M	M	M	M	Need Executive support. Best practices available for deployment.
			Applications Consolation (SF, Workday)	Investment required to achieve savings	TBD	H				Investment required to achieve savings.
			Data Strategy Creation		TBD	H			H	
Totals	\$1,245,744	\$365,517	Core Management Processes Improved	Will support/ enable overall improvements	Will support/ enable overall improvements	Meet with Exec mgmt Support	H	H	TDB	Add near term support in IT business mgmt -- full or partial. Capture all IT cost across the org.

NEXT STEPS

Full assessment of each probability per opportunity for improvement to produce a proposal to validate projected outcomes, and project ROI including cost to implement, order and phase implementation in a program framework.