

Clearview Engagement Abstract



Client Name: **Carlson Wagonlit Travel**

Industry: **Hospitality**

Client Description

Carlson Wagonlit Travel (CWT) is a \$12B travel services firm with 3,000 offices in more than 140 countries.

Situation Assessment

CWT identified the need to develop a decision matrix that would identify the most beneficial and cost effective means to providing IT services. The decision matrix would analyze the following elements for the in scope IT services:

- Insourcing option: To identify the staff and resources that exist today or would need to be acquired to provide these services directly;
- Outsourcing option: To identify current market pricing for outsourcing all or part of the services;
- Hybrid Solution: To identify a combination of insourcing and outsourcing solutions to provide the services for each of the services areas individually.

CWT conducted various competitive bid processes (RFP processes) as allowed by the Board of Directors whereby they would ascertain the current market pricing for the IT services in comparison to the current in-house shared services provider.

How Clearview Helped

Clearview was hired on various occasions to develop multiple decision matrices, identify insourcing models, conduct a competitive bid process, develop presentation materials and make recommendations for internal, outsource, or hybrid alternatives.

Key Deliverables:

- IT services review and assessment;
- Business case development;
- Procurement plan;
- Competitive Bid document;
- Financial analysis, budget forecast and related management presentation materials;
- Contract development for existing vendor relations;
- Contract development for new vendor relations;
- Transition plan to move from insourced activities to selective outsourced activities.