

Financial Services Leader Streamlines Support Contracts with HighPoint

A leading global financial services organization with 50,000+ employees across EMEA sought to simplify contract management and reduce costs. Managing multiple vendor agreements with complex asset inventories created unnecessary overhead, inconsistent renewals, and limited visibility into the technology lifecycle.



Challenges

The organization faced significant hurdles:

- Multiple vendor support contracts with varying expiry dates and service levels
- Large, complex asset inventories spread across multiple countries and business units
- Limited visibility into the full solution lifecycle
- Inconsistent data management across internal teams and partners

Solution

HighPoint partnered with the client to design and execute a multi-year contract consolidation strategy that simplified operations and reduced costs.

Key actions included:

- Consolidating multi-vendor contracts into a unified structure
- Aligning support terms and expiry dates for easier management
- Improving asset visibility and lifecycle tracking
- Creating a governance model to maintain accuracy and control

Impact

The customer realized measurable benefits:

- 23% total cost savings
- Significant time savings on contract management
- Clearer budget forecasting with improved lifecycle visibility
- Enhanced ability to manage large, complex support contracts

"HighPoint go above and beyond to provide excellent service. We have complex support contracts and working in partnership with HighPoint, allows us to manage these more effectively. We have reduced our overall operational costs through multi-year contract consolidation exercises, as well as valuable time saved. These type of exercises allow us to proactively budget whilst having a holistic view of the full technology lifecycle."

Key Achievements



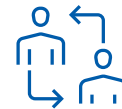
23% reduction in overall operational costs



Multi-year contract consolidation delivered



Improved budget forecasting and lifecycle management



Strengthened partnership for ongoing service excellence