



The Strongest, Most Enduring ROIs are a Result of Stewardship

ROI is a critical reference point. We invite you to visit some of the brief examples of our success on behalf of our clients. Can we do the same for you? We won't know unless we talk.

Specific entity names not available due to non-disclosure agreements currently in place.

Concrete ROI Success Story #1

- Discipline: Vendor management
- Industry: Government
- Engagement duration and cost: Three months, \$5,344
- ROI: 1,871%.
- Comment: The stated ROI was a result of a vendor in the environment being compelled to issue a check for \$100,000 to Paradigm's client. This ROI does not include other benefits to the client, both in hard dollar and soft-cost reductions.

Concrete ROI Success Story #2

- Discipline: Sales
- Industry: Telecommunications
- Engagement duration and cost: Two years, \$20,000
- ROI: 34%
- Comment: This project's objective was to establish a new technology beachhead for the company in its chosen top-priority vertical. The 34% return is understated as it does not include the values derived from ongoing leverage for further success in the vertical, as well as recurring revenues from the secured clients.

Concrete ROI Success Story #3

- Discipline: Vendor management
- Industry: Government
- Engagement duration and cost: Four months, \$6,000
- ROI: 312%





- Comment: This was a case of vendor leverage, from which both substantial discounts on both capital and recurring costs were awarded, and increased levels of vendor support commitments were garnered.

Concrete ROI Success Story #4

- Discipline: Sales and vendor management
- Industry: IT and Telecom
- Engagement duration and cost: Eighteen months, \$12,000
- ROI: 176%
- Comment: This was a brilliant example of leveraging a vendor to enable a significant competitive advantage which, in turn, was used to significantly gain market share and increase average deal size. It also produced an industry first in the VOIP industry.

ROI Checklist

What does a “to-do list” for finding ROI in the vendor space look like? At the risk of missing the larger point of applying principles of stewardship, here’s a partial, tactical list.

1. Vendor Space Management:

- Leverage spend strategies
- Right-size vendors for service delivery prioritization
- Reduce internal costs associated with vendors

2. Existing Agreements:

- Mitigate risks
- Achieve optimal terms
- Optimize costs

3. Contract Negotiations:

- Creating the SOW (Statement of Work) which clearly delineates milestone task ownership
- Creating SLA (Service Level Agreements) as applicable to ensure vendor compliance with key delivery metrics
- Create tracking mechanisms to measure performance while automating to lessen administrative costs

