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Capturing ideas.  
Delivering  
solutions

## T-Mobile IT achieves 14% workforce cost reduction

*TechDiscovery's Workforce Optimization services helped T-Mobile realize significant cost reductions.*

### The Client

T-Mobile USA, provides wireless voice, messaging and data communication services to over 32 million Americans. The company also provides wireless Internet access and other data services in airports and retail businesses among other locations through T-Mobile's HotSpot.

### The Challenge

In response to an aggressive corporate growth strategy, T-Mobile IT had to rapidly transform its underlying capabilities. At the same time, T-Mobile IT was transitioning from a local workforce to a global workforce consisting of FTEs, contractors and service providers. IT costs grew rapidly, along with the utilization of contractors.

T-Mobile IT realized that their expansion came with new challenges including:

- Individual departments making their own vendor decisions
- Inflexible vendor contracts
- Additional complexities of managing offshore vendors
- A lack of appropriate performance metrics

T-Mobile IT management recognized that it needed to build global workforce management competencies, improve workforce sourcing decisions and improve outsourcing maturity.

T-Mobile turned to TechDiscovery as a trusted partner that could conduct a comprehensive assessment of its current environment, provide expert recommendations and help implement a strategy to reduce costs, enhance resource and vendor management maturity, and enable T-Mobile's IT staff to focus on mission critical tasks and strategic initiatives.

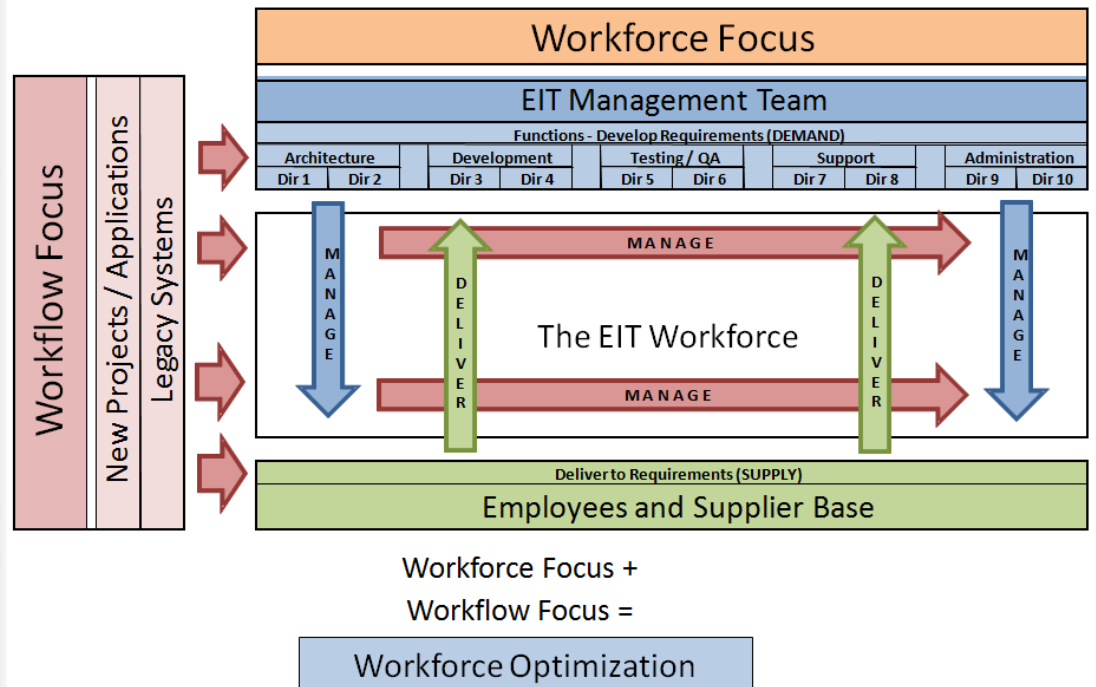
**"TechDiscovery helped T-Mobile identify \$40 million in savings, and facilitated over \$10 million in workforce savings within the first 5 months."**

Our experience,  
your advantage.

## The Solution

Drawing upon its extensive experience and proven Workforce Optimization Model, TechDiscovery worked closely with T-Mobile's IT executive management, and utilized internal and external benchmarks to develop an optimal strategy balancing desired benefits and organizational risks.

### TD's Workforce Optimization Model



TechDiscovery trained over 100 resource managers on T-Mobile workforce practices, industry best practices, workforce financial fundamentals, sourcing decision best practices and vendor management.

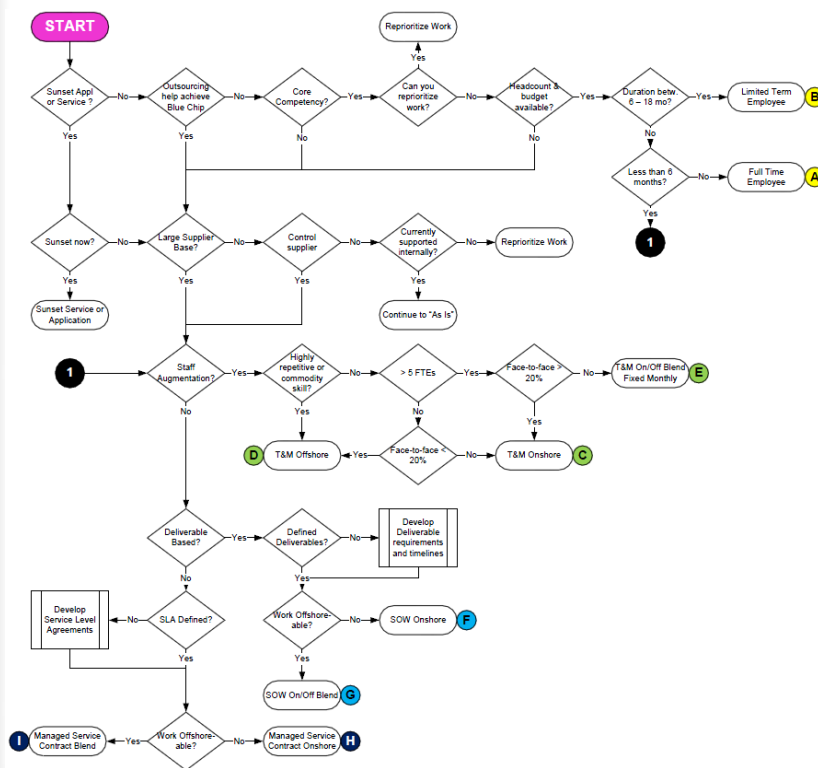
Workforce strategy consultants supported T-Mobile's resource managers with assessing current and forecasted workforce capacity demands (or staffing needs) and with developing workforce transformation plans.

TechDiscovery continued to coordinate and support the execution of the individual transformations and ensured continued alignment with T-Mobile's executive strategy through greater transparency and understanding.

Finally, TechDiscovery transferred its knowledge to T-Mobile's workforce governance and vendor management team.

Together with TechDiscovery's Workforce Sourcing Decision Guide and Outsourcing Maturity Model, T-Mobile and TechDiscovery were able to lay the foundation for continued development of T-Mobile's workforce management maturity.

**TechDiscovery works with clients to create and implement strategies to better leverage technology, develop products, and achieve higher return on investment.**



<b>A</b>	Full Time Employee Hire Chapter 3.1
<b>B</b>	Limited Term Employee Hire Chapter 3.2
<b>C</b>	Time & Material Onshore Only Chapter 4.1
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## The Result

TechDiscovery helped T-Mobile IT identify \$40 million in savings opportunities, and our workforce strategy consultants facilitated over \$10 million in workforce savings within the first 5 months.

TechDiscovery seamlessly transitioned to a small, well trained T-Mobile workforce governance and vendor management team, providing them with unprecedented levels of transparency, control and management maturity.

T-Mobile can now depend upon TechDiscovery to provide expertise and solutions needed for on-going workforce savings.