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# Next Generation Service Contract Management: An Analytics-Driven Approach (Bite-Sized Books Book 25)

**Next Generation  
Service Contract Management**  
An Analytics-Driven Approach



"The wheel was great.  
What have you done for me lately?"

**Saibal Sen**

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## Synopsis

Saibal Sen demonstrates how the fast changing and developing world of data analytics can bring greater productivity, efficiency and cost savings to managed and outsourced services of all kinds in a concise, clear and authoritative book from an acknowledged expert. He takes away the mysteries, concentrating on what data is important and so often ignored about performance, and focuses on how to use data analytics to improve your company's effectiveness and profitability, based on his years in service management consultancy and implementing his approach. Saibal Sen was born in India where he did his schooling and undergraduate degree in Electronics Engineering. He then moved to England for his Masters in Information Systems from the London School of Economics. His first job was a software engineer in networking products for Digital Equipment Corporation in UK, France and later became a technology consultant in the US office. He transitioned to a Management Consulting job at Arthur D. Little in Cambridge USA where he provided IT roadmaps for CXO level management for the Global 1000 companies. In 1995 he created his own consultancy firm KUBER that specialized in vendor selection and new technology deployment. His current company ZENeSYS, founded in 2005 specializes in analytics driven Vendor Management solutions. He lives in the vibrant and historical Mill town of Lowell Massachusetts in the USA.

## Book Information

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## Customer Reviews

Procurement, Vendor Management and outsourcers in general are in the midst of an explosion in the number of suppliers in their environment. With best-of-breed providers and cloud providers and the unwillingness to do massive single outsourcing deals prevalent, the biggest issues are around Contract Management. Saibal's book is a quick read and provides an easy guide to navigate through management of contracts and suppliers through performance measurement and management. I will not put in any spoilers here, but you can use this as a cheat sheet reference for your organization if you are in any of the retained functions. It is full of real, applicable and tangible advice that you can pick up. Also, anyone reading this should easily identify with most if not all of the content, which seems like common sense once you read this. This sets up for a much longer read and book.

Saibal Sen addresses the fundamental conflict between outsourced IT service providers' need for economies of scale through standardized services and global 1000 companies' need for efficient IT that delivers a competitive edge. This book presents a framework of Key Performance Indicators (KPIs) that internal IT management can use to resolve this conflict. It addresses five KPIs that are common in most service providers' Service Level Agreements (SLAs); and introduces eight new age KPIs that measure global competitiveness, agility and innovation as well as cost and performance metrics. This data analytics approach is illustrated through four case studies drawn from Sen's consulting practice. As an experienced management consultant myself, I believe this book will help IT managers make the transition from operators of IT infrastructure to managers of mission fulfilling IT services.

Next Generation Service Contract Management is a must-read for any executive who is responsible for service contract management and who wants to minimize the costs of outsourcing. In a brief book, Saibal Sen has identified crucial KPIs, some known and some new, that provide a guide to the oversight of essential issues in an area of executive management that is constantly growing and changing. Data analytics makes it possible to provide continuous insight into the contractual and financial performance of all service vendors so that management can be proactive instead of

reactive when a problem occurs.

Great material that explains in clear language the relationship between 3rd party contract management and SLA management using the power of DATA through analytics! While individual companies and organizations are challenged to become more agile, this issue is now clear on the table too for customer-supplier relationship. Looking forward for Saibal's next publication. May be on DYNAMIC SLA's and predictive analytics? Well done!.

Scour the internet for KPIs and you'll struggle to find authors providing real examples. This is partly due to their own marketing desires. Saibal, on the other hand, is keen to share his experience and knowledge and, in doing so, provides a practical guide to get vendor management underway.

Saibal Sen's book on Service Contract Management was a quick and helpful read. His concepts are clear and well explained. (demonstrated) I am even considering some of his analytics of in-house asset management.

The book on next generation service contract management by Saibal Sen is a wonderful guide on what pitfalls to look for and how to optimize vendor management. A highly recommended read for business leaders looking to optimize their supply chain contracts.

I enjoyed this book - it's short and to the point. With all the data available the author did an excellent job at identifying key KPI to address challenges of outsourcing while still continuing to strive in innovation.

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