

### **Cost Optimization Decision Framework**

Not all cost optimization initiatives yield the same benefits. Use this tool to get an objective, visual representation of your cost optimization ideas early on — by the level of benefit, cost, risk and viability.

| Potential Financial Benefit   | Small   | Medium  | Large  |
|---|---|---|--|
| <ul> <li>How much will the function<br/>save if the action is implemented?</li> <li>How does the action affect<br/>cash flow?</li> </ul>  | Potentially to minimally improves cash flow or will generate hard/soft savings    | Potentially to moderately improves cash flow or will generate hard/soft savings | Potentially to significantly improves cash flow or will generate hard/soft savings |
| Business Impact   | Negative  | None  | Positive   |
| <ul> <li>What impact will this initiative have on business unit leaders?</li> <li>Will this initiative adversely affect business units' day-to-day activities or operations?</li> </ul> | Will have an adverse impact on business operations                                | Will have neither a positive nor a negative impact on business operations       | Will have a positive impact on business operations                                 |
| Time Requirement  | Long Term   | Intermediate Term   | Short Term   |
| <ul> <li>Can we capture and realize cost savings within this fiscal year?</li> <li>How do we measure soft savings with this initiative?</li> </ul>                                      | Savings may or may not be realized upon (or within months of) full implementation | Expect savings to be realized within months of full implementation              | Expect savings to be realized within weeks of full implementation                  |



#### **Cost Optimization Decision Framework** (continued)

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| Degree of Technical Risk  | High   | Moderate  | Low   |
|---|--|---|---|
| <ul> <li>Will the change undermine the ability of our systems to deliver services?</li> <li>Will this change cause delays in enterprise operations impacting few or many components of the architecture?</li> </ul> | Impacts sales operations/<br>enablement, customer<br>relationship management<br>(CRM)/sales force automation<br>(SFA) and supporting<br>applications | Impacts few components of the architecture                          | Little more than "moving boxes"   |
| Degree of Organizational Risk   | High   | Moderate  | Low   |
| <ul> <li>Will our business unit leaders<br/>ensure the changes are made?</li> <li>Is our enterprise capable of<br/>adapting to the changes?</li> </ul>  | Layoffs and/or reengineering of processes and structures likely  | Limited change in roles, structures and processes                   | No layoffs or changes in organization and processes expected                  |
| Investment Requirement  | Long Term  | Intermediate Term   | Short Term  |
| <ul> <li>Does the initiative require a large, upfront investment before savings can be realized?</li> <li>Is the enterprise willing to make an investment at all?</li> </ul>  | Large upfront investment required before savings can be realized   | Moderate upfront investment required before savings can be realized | Little to no upfront investment<br>required before savings can<br>be realized |



#### **Greenlight Your Best Cost Optimization Initiatives**

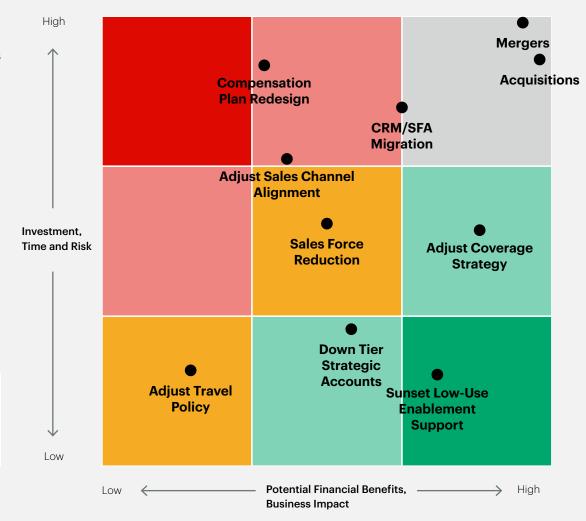
After using the decision framework, map your cost optimization initiatives to help your function visualize the effort required and the relative risks and benefits of each initiative.

The mapping shown here is only indicative. The perceived investment, risk, time, business and financial benefits depend highly on the function's maturity and the organization's industry and size.

Every function will have a different outcome when assessing these cost optimization initiatives — but aspire to select your top 10.

To learn more about how
Gartner can help you achieve
strategic cost optimization,
contact us.

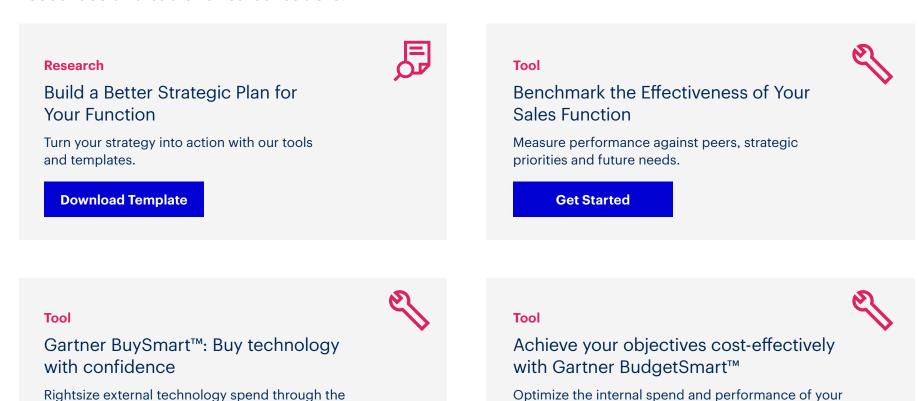
# Map your cost optimization initiatives and visualize trade-offs





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sales function.

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