



## **2024 Case Study Research**

Case Study Submission Form

---

© 2024 Information Services Group, Inc. All Rights Reserved.

Proprietary and Confidential. No part of this document may be reproduced in any form or by any electronic or mechanical means, including information storage and retrieval devices or systems, without prior written permission from Information Services Group, Inc.

---



**Q1 About this case study:**

**(The following project details are non-editable, if you wish to make any edits, please write to [CaseStudyResearch@isg-one.com](mailto:CaseStudyResearch@isg-one.com))**

- Submitted by \_\_\_\_\_
- Email \_\_\_\_\_
- Alternate contact name \_\_\_\_\_
- Alternate contact email \_\_\_\_\_
- Service provider \_\_\_\_\_
- Client \_\_\_\_\_
- Unique ID (ISG Internal Reference) \_\_\_\_\_
- ISG relationship contact \_\_\_\_\_
- Industry \_\_\_\_\_
- Location \_\_\_\_\_
- Case study description \_\_\_\_\_

**Q2 Engagement duration**

End year											Currently active
Before 2017	2017	2018	2019	2020	2021	2022 2024	2023	2022	2023	2024	

**Q3 Nature of engagement represented by the case study**

- Embedded in an ongoing relationship such as a managed services outsourcing contract
- Standalone project or program
- A combination of multiple related projects that were independently or individually executed
- Based on the purchase of a technology platform or solution (please describe)  
\_\_\_\_\_
- Other or combination (please describe) \_\_\_\_\_

**Q4 Client Situation:**

**Describe the client’s situation and objective in the context of your solution or services, and your involvement in framing the situation. Mention any incumbent technology, processes, and roadblocks accounted for in the solution. In addition to the written description — or in lieu of — you may also submit links and attachments below.**

---



---

**Q5 Provide related links that are publicly accessible. ISG will not access any links with access controls.**

---



**Q6 Attach related documents.**

Please note: Only one attachment, maximum 16MB. If needed, you can zip multiple attachments into a single file to upload. To replace the uploaded file, click anywhere in the gray area and select another file to replace. No password protected files or attachments.

**Q7 How would you describe the client’s strategic objective?**

- Operational transformation or improvement of an ongoing business
- New experience or way of business made possible by the solution
- Creation of a new or disruptive business model
- Other or combination (please describe) \_\_\_\_\_

**Q8 What were your client’s goals for the project? Rank up to three options from the list by entering 1-2-3 in the space provided, where 1 is the highest priority.**

- \_\_\_\_\_ Grow revenue of ongoing business
- \_\_\_\_\_ Grow through new products, markets, or go-to-market strategies
- \_\_\_\_\_ Lower operating costs
- \_\_\_\_\_ Improve the efficiency of business operations
- \_\_\_\_\_ Reduce or manage business risks (not related to security)
- \_\_\_\_\_ Improve security including cybersecurity
- \_\_\_\_\_ Increase customer or user experiences
- \_\_\_\_\_ Create a positive impact for diversity
- \_\_\_\_\_ Improve sustainability
- \_\_\_\_\_ Other or combination (please describe) \_\_\_\_\_

**Q9 Solution Description**

**Provide an overview of your solution and specific role in working with the client, technology platforms, and providers that were part of the project. In addition to the business-technology solution, ISG is interested in learning about specific services, expertise, IP, commercial models, or any other notable aspects of the approach used to arrive at the solution. In addition to the written description — or in lieu of — you may also submit links and attachments below.**

---



---

**Q10 Provide details on how your team addressed sustainability in designing or deploying your solution, if applicable.**

---



---

**Q11 Provide details on how your team addressed diversity of thought or experience in your solution, if applicable. For example, consider how diversity was leveraged in the makeup of the team, or as a factor in part of the solution’s design.**

---



---



**Q12 Provide related links that are publicly accessible. ISG will not access any links with access controls.**

---

---

**Q13 Attach related documents.**

Please note: Only one attachment, maximum 16MB. If needed, you can zip multiple attachments into a single file to upload. To replace the uploaded file, click anywhere in the gray area and select another file to replace. No password protected files or attachments.

**Q14 Business Outcome:**

**How did your solution drive successful outcomes for the client? ISG is interested in tangible or quantified outcomes as well as qualitative aspects of success, as they relate to the client's business objectives. In addition to the written description — or in lieu of — you may also submit links and attachments below.**

---

---

**Q15 Provide details on how your solution provided outcomes for your client specifically related to sustainability, if applicable.**

---

---

**Q16 Provide details on how your solution provided outcomes to your client specifically related to diversity, if applicable. For example, in terms of expanding access or promoting new avenues offer diversity of thought or lived experience.**

---

---

**Q17 Provide related links that are publicly accessible. ISG will not access any links with access controls.**

---

---



**Q18 Attach related documents.**

Please note: Only one attachment, maximum 16MB. If needed, you can zip multiple attachments into a single file to upload. To replace the uploaded file, click anywhere in the gray area and select another file to replace. No password protected files or attachments.

**Q19 The contact information of your client is REQUIRED for ISG to validate your case study.**

**If you do not participate in client validation, your case study will be used in ISG research, but will not be eligible in ISG awards programs, or to be promoted as a standout case study.**

- Provide client contact information as part of the case study submission
- Complete the case study submission now and provide the client contact information later
- Do not participate in client validation

**Q20 Client contact for case study validation:**

- Client contact name \_\_\_\_\_
- Email \_\_\_\_\_

**Q21 Provide supporting links that are publicly accessible. ISG will not access any links with access controls. (OPTIONAL)**

\_\_\_\_\_

**Q22 Attach any further supporting material here:**

Please note: Only one attachment, maximum 16MB. If needed, you can zip multiple attachments into a single file to upload. To replace the uploaded file, click anywhere in the gray area and select another file to replace. No password protected files or attachments.