

ECONOMIC MODEL FRAMEWORK: EY-ISS EPIC RELATIONSHIP

		Service Delivery		Transformation	
		Base Service	Other Services	Transformation Incentive Framework	
Economics	Logic	<p>Ongoing workplace services (e.g., cleaning, dining and reception) with a stable volume and can be budgeted for</p>	<p>Work that is variable and not part of ongoing budgeted work.</p> <ul style="list-style-type: none"> • User paid services • Client paid services • Projects delivered by ISS. • Subcontracted projects • Projects ISS is asked to support outside of scope. 	<p>Funding for the core governance team and specialists that are brought in as needed.</p>	<p>Transformation initiatives that create cost savings (both within budget and beyond budget looking at TCO)</p> <p>Transformation initiatives that deliver on non-cost-related Desired Outcomes.</p>
		<p>Costs pass through with a below-market benchmark profit margin</p>	<p>Variable fee with a “fair” market margin based on industry benchmarks</p>	<p>Management Fee to secure the “A” governance team</p>	<p>High percentage of profits tied to innovation</p>