We Accelerate Transformation

Yates Ltd specializes in the modernization of networks, software, infrastructure, operating models, and end-user services. We help organizations align their technology and personnel with customer needs to maximize the impact that technology solutions have on the overall mission.

Our team has been at the forefront of transformation initiatives for more than two decades, with deep roots in networking, infrastructure, and software acquisition and implementation. We work with the world's most complex commercial and government organizations across technology domains – including networks, **software**, infrastructure, **cloud**, **automation**, and **end-user services**.

We're not just advisors – we're experts who help large organizations get things done and outpace the competition.

- We **get the right things done quickly** – aligning stakeholders, priorities, suppliers, and strategies to deliver exceptional outcomes

- We **produce savings** – allowing for reinvestment in the business, uplifting service delivery capabilities, or application to the bottom line

- We help organizations **rethink and restructure** their operating models, empowering leaders to maximize resources and technology in ways that fuel innovation

- We leverage our **market access and insights**, combining commercial expertise with meaningful executive relationships to achieve optimal results

Our Services

- **Commercial Optimization:** Review and assess technology agreements and services to determine opportunities for optimization, restructuring, or enhanced value

- **Roadmaps and Architectures:** Evaluate and analyze technology investments, architectures, commercial terms, operations, and processes to develop a vision and a path to follow

- **Transformation Planning:** Develop modernization transition strategies, implementation plans, success metrics, and risk mitigation; provide governance to contain and minimize cost and maximize performance

- **Implementation and Execution:** Supplement and lead modernization initiatives and programs – examining provider and contractor performance while advising on methods and procedures to improve delivery, shorten timelines, and restructure the resources, solutions, and/or approach

- **IT Acquisitions:** Collect and build technology and mission requirements; set demand forecasts, use cases and personas; and align teams to provision technology and software that fulfill the mission

- **Operational Evolution:** Adjust how providers, contractors, and IT work; optimize and evolve processes and workflows; introduce automation; and realign the resources, technology, and talent to support the vision

- **Program Delivery and Governance:** Manage timelines, deliverables, stakeholders, dependencies, and risks while ensuring optimal collaboration, transparency and value realization

YATES

Recent Engagements

Assessed, optimized, and implemented an **AIOps solution** for a global Fortune 100 organization – performing tool rationalization, business case validation and enhancement, operating model design, and change management.

Led the **strategy and implementation** of new cloud-based software for a Fortune 500 technology company, building a foundation for a new line of business while enabling the pivot to a new revenue stream and service model.

Led the **strategy and acquisition** of an outsourced IT support agreement for a Fortune 50 pharmaceutical company, focused on service delivery innovation, new service offerings, and performance SLAs while **reducing operating expenses by $72M**.

Led and **executed the negotiation** of a $20M Adobe Creative and Experience Cloud enterprise license renewal for a Fortune 250 media and entertainment company, driving **over $10M in cost savings** and optimizing the Adobe services portfolio.

Led the effort for a Fortune 50 company to establish a **roadmap, business case, and implementation plan to streamline technology** processes, accelerating delivery while freeing up funds for reinvestment.

Developed a **new IT organization design and implementation plan** and governed the transition for a Fortune 100 IT organization – **improving delivery and availability while reallocating tens millions of cost avoidance into new services.**

Led the **M365 ELA renewal** for a Fortune 250 global organization, **driving over $20M in cost avoidance** by right-sizing maintenance and support, securing additional commercial terms for business flexibility, and optimizing the mix of product SKUs in the portfolio for future purchasing.

Developed the roadmap and **led the acquisition and implementation** of a 35,000-seat conversion of legacy voice technology to a unified communications-as-a-service solution for a Fortune 200 company, removing legacy infrastructure in 23 countries while generating **$5M in cost avoidance**.

Developed and implemented new processes for end-user services for a Global 50 organization, including the negotiation of a new hardware purchasing agreement – delivering **$88M in operational and commercial savings and cost avoidance.**

Created and executed the commercial and operational strategy to **migrate a premise-based contact center to a cloud-based platform**, enabling the optimization of remote agent coverage and capabilities, **reduced platform costs**, and an incremental **$2M in run cost avoidance** through removing unneeded connectivity services.

YATES LTD IS A WBENC-CERTIFIED WOMAN-OWNED BUSINESS