

Table 1

Potential Average Outsourcing Price Reductions in 2009/2010, North America and European Union

IT Infrastructure Outsourcing Services	Average Outsourcing Price Reductions
Data centre services	5% to 15%
Desktop/help desk services	5% to 10%
Network services	10% to 15%
Application hosting services	10% to 20%

Source: Gartner (February 2009)