

# The View from the City

Information Professionals' experiences of the credit crunch



**ASA Conference 2010**

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## Agenda

- The Subjects
- The Questions
- The Answers
- The Themes

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## The Subjects

Investment Banks

International Law Firms

Professional Services Firms

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## The Questions

How have you coped with staff and budget cuts?

How has the role of your department changed?

How have the relationships with vendors changed?

What are your achievements and regrets?

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## The Answers

### Director and Partner level management:

Changes in perspective

Value and money

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## The Answers

### Information Services management:

Unbundling the big deals

Pay for what you use

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## The Answers

**Demand:**

Less is more

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## The Answers

### Vendors:

Scratch my back ...

Competition is good

Demonstrate usage and value

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## The Answers

### Achievements and Regrets:

Profile

“Should've done more...”

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## The Themes

**Demonstrate value (everybody!)**

**Changing expectations and demands of BIS**

**Power of suppliers**

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**Thank you!**

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