



Managing Outsourcing Contracts

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October 24, 2006

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Clients

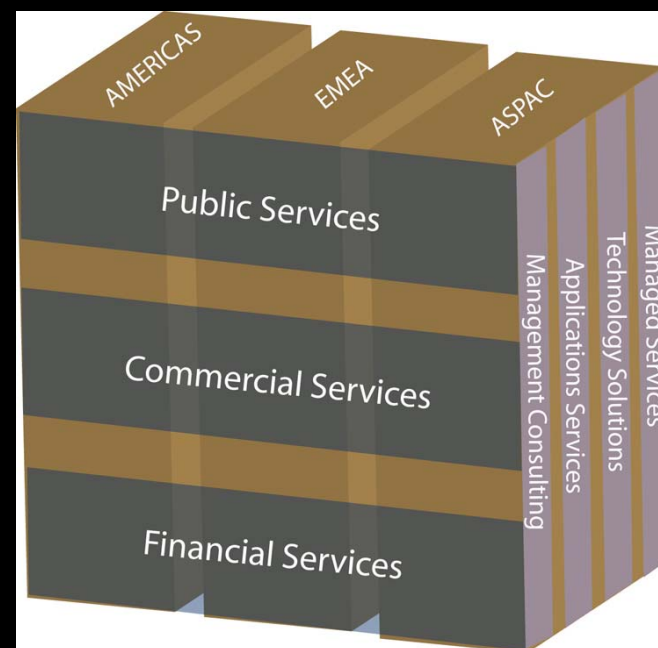
- We have 2100+ clients
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- ProvenCourse methodology
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Our People

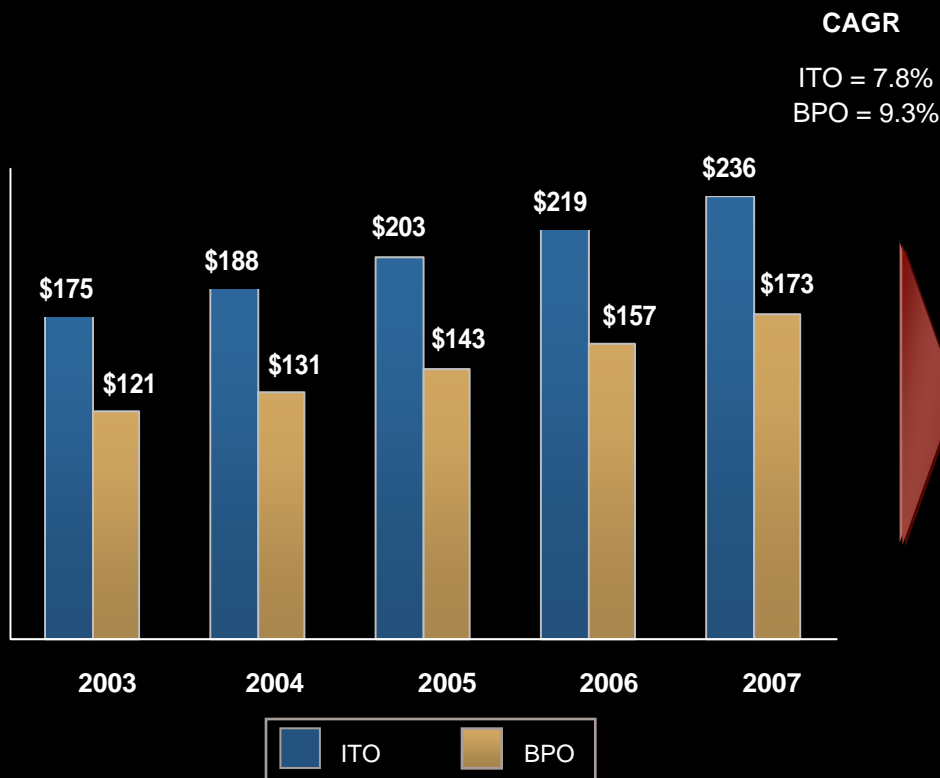
- Average Experience 12+ Years
- 93% Rating: "Trustworthy"
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- Fortune magazine listed as one of the "Most Admired Companies in America"



Business Process and IT Outsourcing continue to be robust and growing markets



Global Business Process and IT Outsourcing Growth Projections (\$ Billions)



Source: Gartner

Factors Driving Growth

ITO

- Expanded scope of offshore IT service offerings
- Continued development of on-demand/IT utility offerings
- Increased competition among providers
- Inexpensive, flexible computing and business transformation

BPO

- Increased focus on core business processes
- Continued pressure on profitability
- Increased industry consolidation
- Desire for new technology
- Improved comfort with BPO
- Improved BPO delivery capabilities

Managing Outsourcing Contracts



Key Things to get it right

- Executive Sponsorship
- Scope Definition
- SLA Management & Penalties
- Transition & Knowledge Transfer
- Regulatory Compliance (e.g. Export Compliance, Licenses)
- Early Termination
- Governance
- COLA & Currency Exchange Fluctuations
- Total Cost of delivery (vs. Labor cost)
- Vendors/Partners Management

Managing Outsourcing Projects



Key things to get it right

- Remote Project Management Skills
- Organizational Readiness
- Understanding Cultural Challenges
- Governance
- Portfolio Management
- Communication
- Tools & Schools
- Common Definitions and Understanding of Terms
- Change Management
- Interdependency Management

Key Lessons Learned



- Overall strategy and objectives for the offshore/ outsourcing initiative need to be identified, communicated and applied consistently across the organization
- Selection of the right offshore partner is the most critical decision you will make in this initiative. The most cost effective proposal is important but should not be the driver for the selection.
- Establish constant communication with the senior management of the offshore partner. It is difficult to point to the contract language if project gets into a crisis mode.
- Making a trip to your offshore location during early phases of the project is critical for project success
- Higher CMM level of the offshore partner is NOT always a strength. Make sure that their methodology can be flexible to work with your CMM level maturity.

Key Lessons Learned



- Do your due diligence in establishing the industry experience of your offshore partner. Sometimes their definition of industry knowledge is very different than what you were expecting.
- Ensure that security of your systems is not compromised due to lack of attention to details for licensed products, virus checking software and firewalls and other security related infrastructure.
- Make sure that security of sensitive corporate & client data is not compromised. Explore various techniques for data handling.
- Focus on real time forward looking dashboard reporting rather than rear view management approach. Trust but verify.
- Leverage the time difference to your advantage by overlapping hours in the morning and evening if possible.



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