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“ANYTHING LAW”



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How to Find and Work With Offshore Providers

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To Outsource or not to?

When not to consider Outsourcing

- Cost – the only advantage

When to consider Outsourcing

- Cost – one of the – advantages

Why Outsource

- Allows process efficiencies
- Enables focus on core competencies
- Increased quality
- Access to new or improved methodologies/processes
- Easier access to skilled personnel

Perceived Risks of Outsourcing

- Quality
- Confidentiality & security
- Relative loss of control of function
- Loss of know-how
- Potential for cost blowouts
- Business interruption - transitional concerns

Best Practices

- Clear understanding of end objective
- High level understanding of metrics, milestones and service levels
- Internal project manager
- Diligence in selecting vendor
 - Expertise in area needing support
 - Reference checks
 - Site visits
 - RFPs
- Clear engagement model
 - Full Time Equivalent (FTE) vs. Hourly
 - Combination of both

Best Practices - Cont...

- Clear contract terms so incentives are equally aligned
- Appropriate risk sharing (e.g., delivery risk vs. macro risk factors)
- Exclusivity (usually gets better pricing but has tradeoffs)
- Process for frequent updates/check points
- Issue resolution and Issue escalation protocols
- Jurisdiction and choice of law

Questions