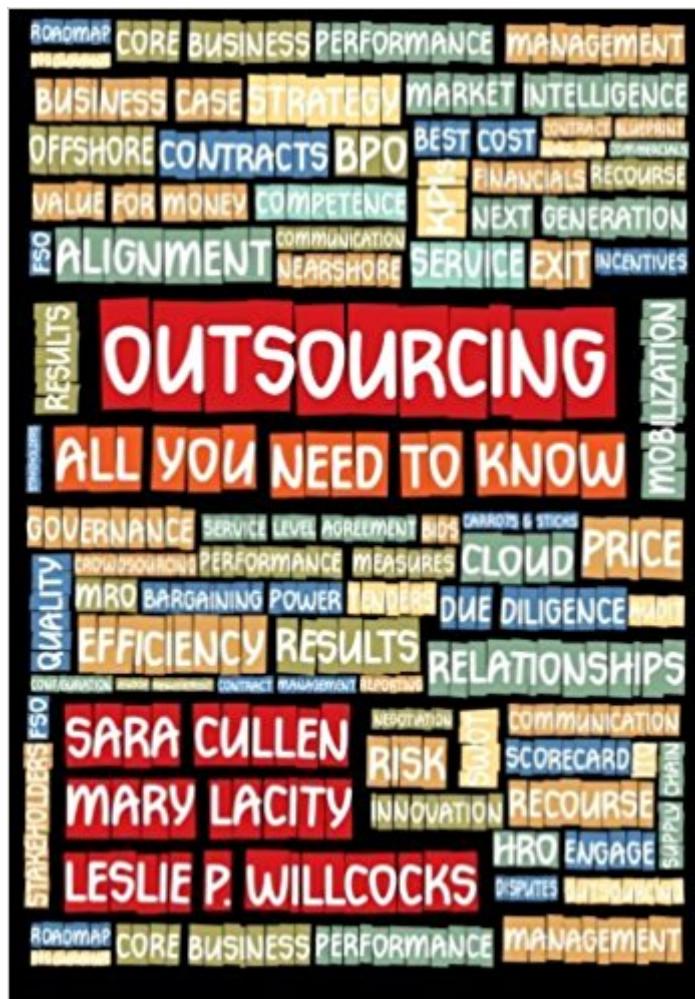


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# Outsourcing- All You Need To Know



## **Synopsis**

This book is the definitive guide to leveraging the external services market for business advantage. Based on 30 years of research into over 2100 organizations and advisory engagements throughout Europe, the Americas, Asia Pacific and Africa, three world authorities detail the frameworks, lessons and practices that inexorably produce high performance. They pinpoint the who, where, and how of leadership, establish the strategic agenda and configure the outsourcing arrangement, how to manage across the outsourcing lifecycle, the vital client and supplier capabilities needed, how partnering evolves, and its real attributes, how clients innovate through outsourcing, and how they harness offshoring effectively. Up to date, with on-line follow-on materials to address market changes, this book provides the most authoritative single-source handbook for practitioners who want to be at the top of their game.

## **Book Information**

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## **Customer Reviews**

Outsourcing has been a major change in how business is conducted especially during the last couple of decades. I was looking for a book that brings together all the elements that are essential for a comprehensive understanding of this major shift in how we conduct business. This book is a great resource that provides a holistic understanding of the subject with examples of how different questions and issues relating to outsourcing have been and can be answered depending on the circumstances e.g. Off-shore Operating models - 4 models with assessment of set up/financial risk as well as level of operational control are provided. I found very useful and entertaining the '10 myths about outsourcing' section at the beginning of the book where concrete answers are provided and misconceptions are dispelled. This assists in the better understanding and definition of what

Outsourcing stands for but also in discussing and clarifying myths that promote Outsourcing as the modern panacea for business e.g. see Myth 4 - Outsource your problems. :) The authors' use of statistics and matrices are superb as for every issue they bring a lot of different options to the table equipping the reader to make his/her own combinations customising solutions for every unique situation. I found Part 2: A Program of Action- The Outsourcing Lifecycle, particularly helpful as it provides a model for thinking through the outsourcing process. The authors take the subject a step further when towards the end of the book they discuss 'advanced [best] practices' that should be more commonly used e.g. workflow and governance tools. Although the book touches upon contract management matters I would recommend Sarah Cullen's - The Contract Scorecard book as a useful companion that provides a more comprehensive guide on contract management. Overall, Outsourcing - All You Need To Know is highly recommended as a great guide and reference for paving the path for successful outsourcing.

Outsourcing has been so much in the news for the last decade, usually demonized as the business that stole our business. This book portrays it as not only a major change in the labor market, but also a change to profits. The concept of having a popular US product, such as Nike footwear, manufactured in Asia can also be a way to subliminally advertise it in that continent. The same would hold true if NBA shirts were manufactured in Nigeria. Dell Computers are used as an example in the book for the outsourcing of administration, not just manufacturing. If payroll recording and processing are outsourced, the company is no longer responsible for it. For a huge corporation, payroll can run up a big bill in work hours and effort, but if you hire another company to handle payroll, you rid yourself of the responsibility. You'll cut out the middlemen and have more time for other things. The book also covers rubrics and contracts. Everything must be clearly outlined, and it must be clear, according to the contract, as to who assume liability. You don't want to outsource to a company in Bangladesh and get sued because they used child labor and stole their wages. Delivery of good requires a contract, because you don't want to find out at the last minute that the foreign made Nikes require passive import duty, thanks to a tariff on goods from that country. While this book was definitely thorough, I would have like to see more case studies and examples of outsourcing being used. It's being used for computer support services, with great success, and even 30 years ago it was used by manufacturers who moved some of their factories to Asia. Outsourcing has spread to other industries, such as medicine, with US citizens travelling to India for heart surgery and to Thailand for sex changes. There's even a scholarship fund that

sends minority students from the USA to study medicine in Cuba. Perhaps we'll soon see education being outsourced too?

I was looking for something to help me understand the subject and process of Outsourcing and I found this book a great resource. Overall the it's well structured and has a logical approach to outsourcing and contract management, with useful infographics and relevant examples to support the concepts it communicates. The book is broken down into three parts that included key concepts and emerging areas, however I found that Part 2: A Program of Action- The Outsourcing Lifecycle the most practical part for me. This part of the book explains the outsourcing lifecycle in a clear and concise manner and goes through the key processes underpinning the major phases and building blocks that should be considered. Moreover, there are activities presented in the lifecycle that I was never aware of, or understood why and when I should do them. Basically it has filled in the gaps in my understanding.

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