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Collaborative Sourcing Intelligence

Insight. Advice. Benchmarking.



Stern



Harvey



Andrews



Herrera

This is.... The Outsourcing Super-Lawyer Summit

*join the FAB FOUR
for best practices and next practices in outsourcing contracts*



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The Fab Four



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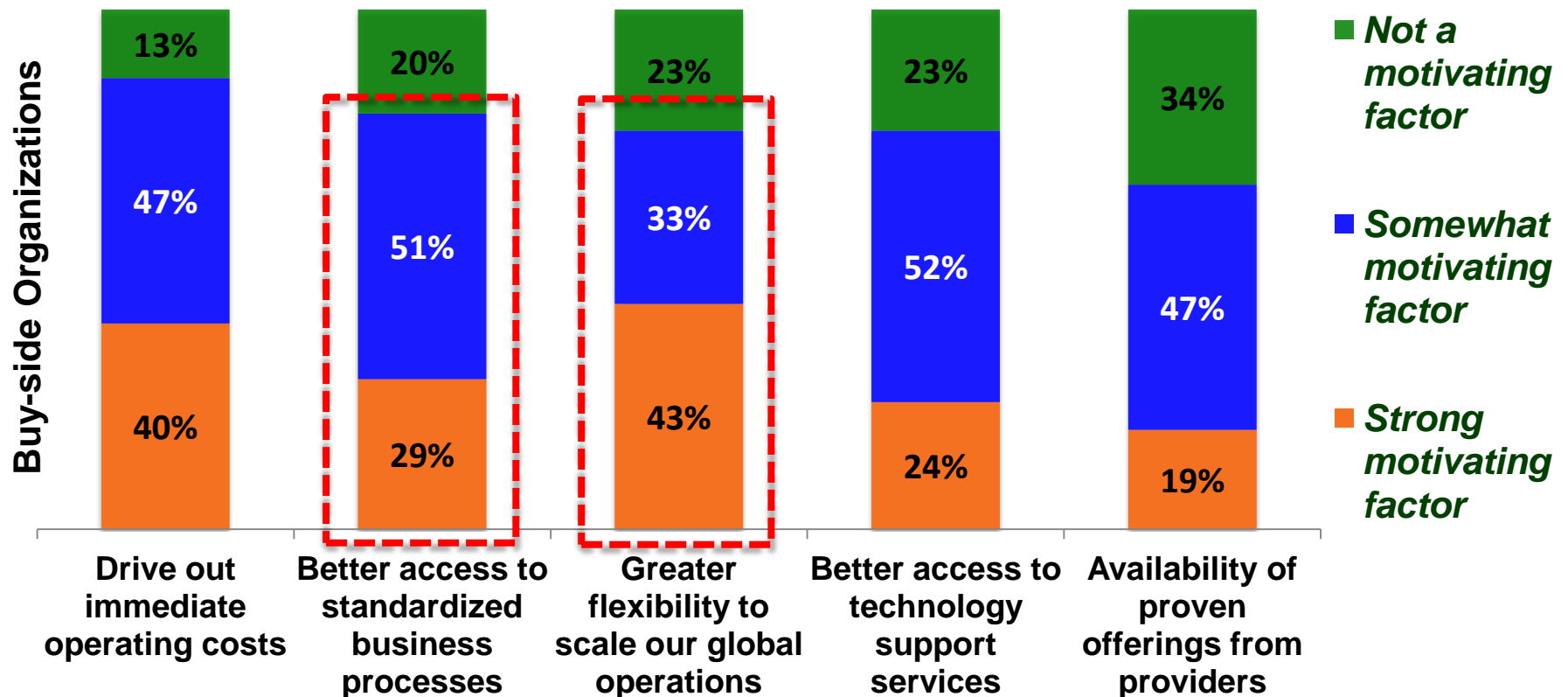


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Focus shifts from cost to standardization, global flexibility and better technology

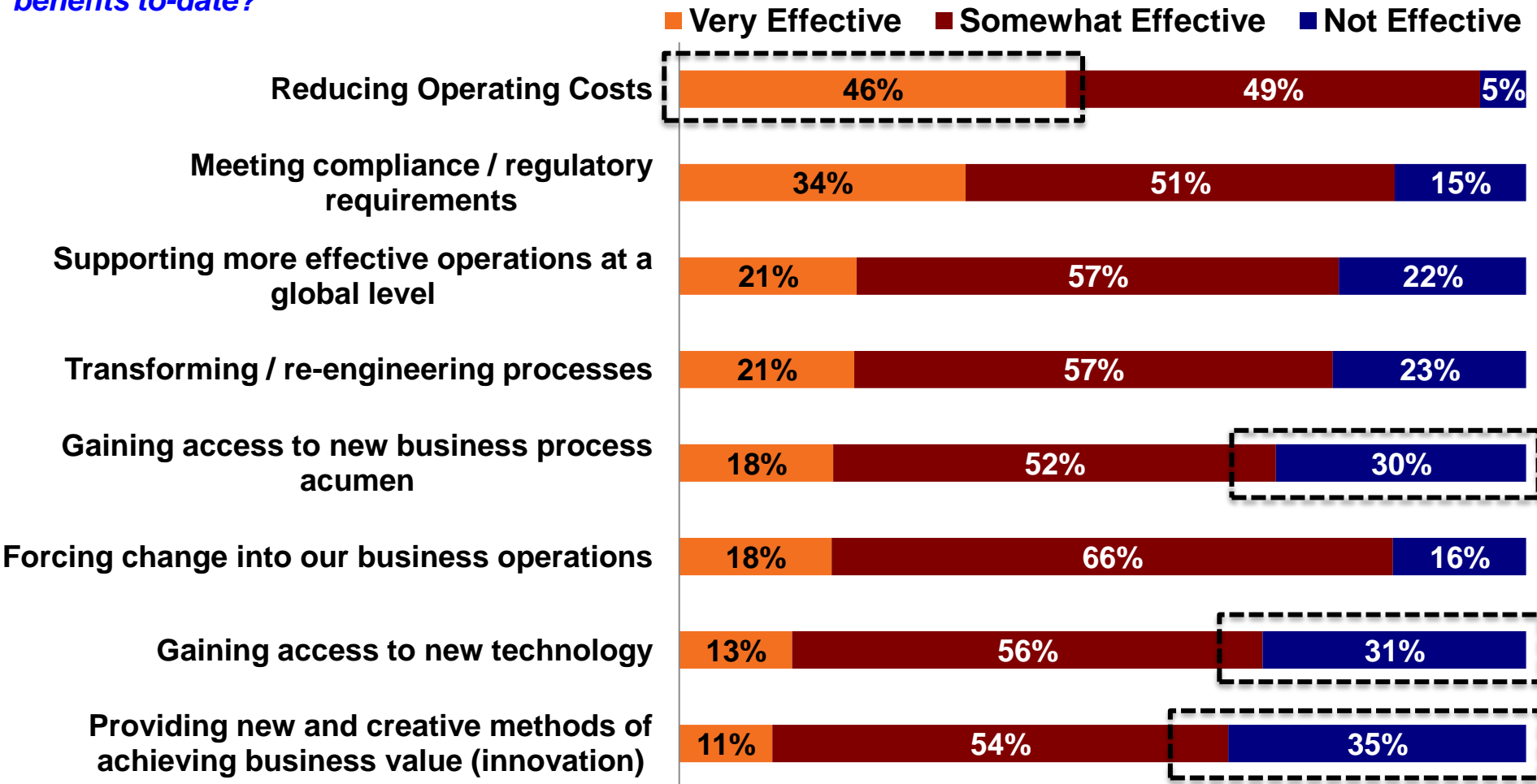
To what extent are the following factors **MOTIVATING** your organization to outsource in this current unstable economy?



Source: HfS Research 2011
Sample: 177 Buy-side Organizations

Real business benefits from outsourcing *beyond* cost-reduction are still elusive for many

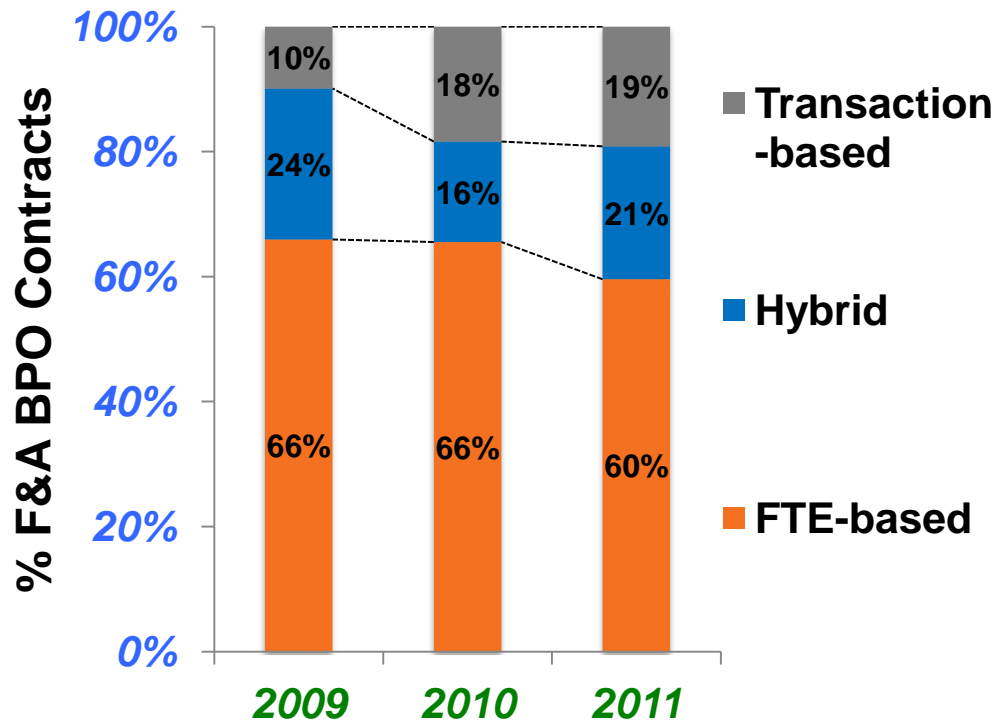
Q. How effective have your current outsourcing initiatives been at achieving the following business benefits to-date?



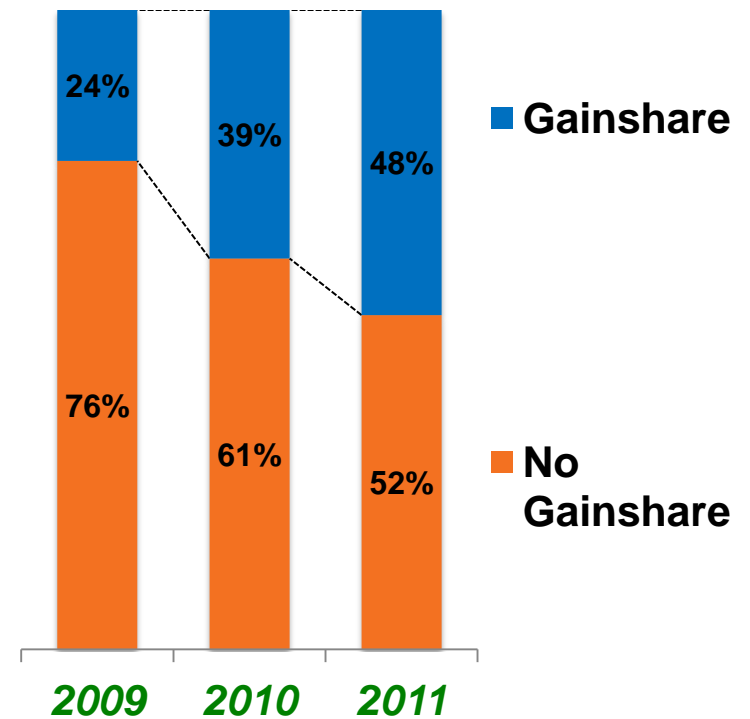
Source: HfS Research and the London School of Economics Outsourcing Unit, 2011
Sample: 347 Buyers of Outsourcing Services

Providers with “skin in the game” are taking the lead

Type of Pricing Deployed



F&A BPO Contacts with Gainshare incentives



Source: HfS Research, 2012

Sample size: All current multi-scope F&A BPO contracts (includes 2 or more core F&A processes bundled)





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HfS Research Resources

- http://www.horsesforsources.com/good-bad-ugly_032012
- [Outsourcing Negotiations for the Real World
http://www.hfsresearch.com/node/500](http://www.hfsresearch.com/node/500)
- [Next Generation Outsourcing Deals http://www.hfsresearch.com/node/718](http://www.hfsresearch.com/node/718)



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About HfS Research

- **HfS Research is the leading analyst advisory firm and collaborative peer community, focused on helping enterprises make complex decisions with their business services and outsourcing strategies**
- **The largest web and social media presence in the sourcing industry: *70,000 subscribers; 16,500 LinkedIn Group members; leading blog and research portal in the services industry***
- **A major following from the buy-side: *40% of readership comes from sourcing buyers***

Want to learn more?

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Eight top tips to prevent outsourcing providers committing harakiri in the sales process

OCTOBER 13TH, 2011

My word, if I get one more spam from someone claiming to help outsourcing providers “get outsourcing leads” through delivering dodgy webcasts (which are probably only attended by other equally desperate outsourcing providers, with similarly deficient sales capabilities), or get invited to take part in a workshop to improve the “velocity of my sales pipeline”, where a paltry \$10,000 investment can help my firm meet its \$1,000,000,000 target, I think I may throw my Mac out the window and join the Occupy Wall Street demonstration rumbling



“Go ahead, just one more slide.” HfS Esteban



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HfS Research Coverage

HfS Research's global research programs delves into key sourcing best practices:

- **IT Outsourcing and Business Process Outsourcing**
- **Global Shared Services & Business Operations Strategies**
- **Price Benchmarking (BPO & ADM)**
- **Vendor Management and Governance strategies**
- **Analytics & Knowledge Processes**
- **Industry-specific Sourcing Strategies and Markets:**
 - *Banking & Insurance*
 - *Energy & Utilities*
 - *Healthcare Payor*
 - *Pharma*
 - *Retail, CPG & Manufacturing*
 - *Legal Process Outsourcing*
- **Finance & Accounting BPO**
- **Human Resources Services**
- **ITO/BPO convergence, Cloud-enabled and "productized" sourcing platforms**
- **Sourcing Security and Risk Strategies**
- **Procurement & Strategic Sourcing BPO**



The HfS “FIFTY” EXEC COUNCIL



- leading outsourcing buyers sharing best practices and driving our research
- A non-profit vehicle to bring together the collective voices of today's sourcing leaders.
- HfS has senior sourcing and services executives from many Insurance, Banking, Retail, Manufacturing, CPG, Utilities, and Oil & Gas enterprises participating in the program.

HfS Research BPO and ADM PriceIndicator™



- We formulate PriceIndicator™ data from our BPO and ADM contract database of more than 1000 current contracts, to produce price ranges for the different staffing roles across 13 major outsourcing destination countries. HfS analysts research local labor rates, exchange-rate fluctuations, service provider margins, and other relevant geographical dynamics on an ongoing basis, to produce the most accurate and current lens into today's BPO pricing.
- The HfS PriceIndicator™ enables HfS analysts to provide knowledge and coaching to steer them away from simply relying on "rate-card" FTE pricing, and to evaluate more strategic pricing methodologies, namely outcome-based and transactional-based approaches.



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Please join us in New York next Spring!**



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**THE 2012 HfS
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