

Outsourcing Support Decision, Planning, Selection, Transition & Performance

Strategic Advisor is unique, with practical outsourcing experience from the client side and actual outsourcing service delivery experience. Our Involvement in some of the largest Outsourcing initiatives benefits you with perspective and insight rarely available. You can add value and get results for your organization when assessing or implementing Outsourcing as a business initiative.

Our Approach

Outsourcing is a business strategy you should consider, however outsourcing is not always the best solution. We help you assess the benefits and identify the costs and risks of this important decision.

Whether you are currently assessing your options or have decided to outsource and need to implement, we can provide support through a single phase or all phases of the initiative, depending on your needs, including working with you and your current provider to improve results.

Strategic Support

Outsourcing is a business strategy, not simply an initiative. Our experience developing outsourcing requirements, transitioning large outsourcing contracts and providing outsourcing services enable us to provide the strategic insight to make a fully informed strategic decision and achieve success.

We use our past experience and work with you to develop a unique solution to your issue rather than using a cookie cutter formula. We will analyze your situation to develop options that get you what you need. Then we can implement, transition, train and develop effective supplier relationship management.

We understand the supplier side of outsourcing, which is key to your outsourcing success and provides valuable insight into how to successfully engage suppliers in the current market.

Practical Implementation

There is lots of theory around outsourcing, however as always, the real-world application and implementation doesn't always follow theory. Our practical experience enables us to cut through the hype and focus on what outsourcing really is and how to make it work for you.

There are no single answers when it comes to deciding and implementing an outsourcing initiative. Success comes from flexibility and understanding how different models and approaches influence results and behavior differently— and then matching this to your needs.

With hands-on experience with a large integrated outsourcing provider, we understand the traps and the opportunities, what to focus on and what you shouldn't spend time worrying about..

5 Phases for Outsourcing Success

Outsourcing Decision

Making the decision requires a detailed review of your current situation and a full understanding of the costs and benefits of outsourcing and how they relate to your corporation's core business and goals.

Planning

Once a decision has been made, you need to plan the next steps for successful implementation. This includes the stay-back-team, organizational structure and interfaces, scope and methodology for sourcing a provider and planning for transition.

Selection

Outsourcing is very different from buying products or subcontracting the delivery of a service. It requires a specific approach to maximize success by framing the scope and requirements correctly, providing the necessary information for an effective RFP and carefully selecting the successful bidder.

Transition

An often overlooked area, this includes change management, communication to all stakeholders, scheduling and planning activities and integration and coordination with existing providers and suppliers.

Performance & Assessment

Building a proactive performance management protocol into the relationship is crucial to success. It is more than establishing and measuring KPI's. As a complex service your company relies on, you need a forward looking Supplier Relationship Management approach and then follow-up audits to ensure ongoing success.

Do you have a Question about Outsourcing?

Feel free to send us a question at Outsourcing@StrategicAdvisor.ca

Learn more about Outsourcing

Go to www.strategicadvisor.ca to read articles about outsourcing and related topics.