

Expert Outsourcing Management and Governance Delivers Results

Outsourcing management and governance (OM/G) is a critical, yet often misunderstood and neglected, component of any outsourcing effort. Business journals cite the latest outsourcing pitfalls while the successful few bask in the benefits.

Managing an outsourcing relationship requires different skills, processes and supporting tools than those needed for internal functions. Organizations typically do not possess extensive outsourcing management experience and tend to underestimate the challenges, skills and resources required to deliver the benefits they originally sought when signing the deal.

EquaTerra Clients Realize Outsourcing Promise

EquaTerra has helped many organizations establish effective OM/G solutions, enabling them to mitigate risk, realize the benefits of outsourcing, and focus on what really matters in their business. With our assistance, companies can manage multiple outsourcing relationships that span many geographies and processes. Our dedicated advisors, armed with in-depth outsourcing relationship management expertise, offer our clients a number of OM/G options, including:

1 Design and build your own outsourcing management capability

Leverage EquaTerra's comprehensive proprietary set of tools, methodologies and processes to design, implement and manage a best-practice OM/G operation, including:

- Governance organization design and build
- Transition and transformation support
- Change management and communication
- Retained organization redesign

2 Receive ongoing outsourcing management support

Strengthen your OM/G effort with multi-year services and tools from experienced EquaTerra professionals who provide continuity in your organization and instill best practices in financial management, contract administration, program/project management, reporting and functional subject-matter expertise.

3 Assess your current outsourcing contract relationship and OM/G capabilities

Obtain a detailed EquaTerra assessment of your current outsourcing contract relationship and OM/G capabilities with a marketplace comparison and post-contract outsourcing relationship management action plan. Our evaluation encompasses the commercial, operational and management elements of the outsourcing relationship, providing an ideal "check and balance" for new OM/G groups looking for best-practice guidance or established OM/G groups seeking answers to "What's next?" in their service provider relationship.

"EquaTerra introduced the concept of relationship management as a way to mitigate risk AND preserve value."

– Williams Company



4 Manage a portfolio of outsourcing relationships

EquaTerra's "Portfolio Approach" to managing multiple outsourcing relationships creates synergies across various provider relationships by linking common skills, resources, tools and best practices. As a result, our clients have better aligned their outsourcing initiatives with their organizational strategy, maximizing the ROI of their outsourcing relationships and governance team.

5 Improve OM/G operations with workshops and ongoing training

We educate individuals and organizations about the importance of OM/G, covering all the basics and benefits. Our customized workshops often are used to launch an OM/G project, provide tools and tips for ongoing operational improvement, and quickly train replacement governance team members.

Experience the Benefits of EquaTerra's Outsourcing Management Expertise

EquaTerra research has shown a strong correlation between OM/G investment and outsourcing satisfaction, finding that organizations spending 4-7 percent on OM/G clearly were more satisfied with their outsourcing engagements than those who spent only 1-4 percent. These findings, combined with our daily hands-on client experiences, consistently confirm OM/G's importance and advantages, including:

- Greater clarity and internal alignment of your outsourcing relationships and better understanding of your current and potential value proposition
- Increased leverage of service provider knowledge and expertise across the organization
- Ability to define and manage provider expectations and, ultimately, business process performance
- Reduced risk across outsourcing relationships with appropriate rules of engagement in place
- Optimum operating structure and positioning for continuous process improvement

About EquaTerra

EquaTerra sourcing advisors help clients achieve sustainable value in their IT and business processes. Our advisors average more than 20 years of industry experience and have supported over 2000 transformation and outsourcing projects across more than 60 countries. Supporting clients throughout the Americas, Europe, Middle East, Africa and Asia Pacific, we have deep functional knowledge in Finance and Accounting, HR, IT, Procurement and other critical business processes. EquaTerra helps clients achieve significant cost savings and process improvement with internal transformation, shared services and outsourcing solutions.

“This time around we started [OM/G] early; and, with the benefit of our own experience, plus that of our EquaTerra advisors and the mass of documentation now available, we got to where we wanted to be – much better prepared and much faster. Governance is the glue and enablement that makes the process management work.”

– G. Frank Conway,
Director of Global HR Information
Systems, DuPont

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