

# EquaTerra Media Backgrounder: Global Sourcing

## Global Sourcing at a glance

---

The concept of global sourcing came into vogue in the late 1990's when many India-based companies offered services to companies located in the US and Europe to address Y2K issues. The services offered were restricted to simple tasks and the service providers were not sophisticated. Since 2000 and especially in the years between 2004 and 2008, service providers and their service offering have matured greatly.

Global sourcing is used by organizations as part of their sourcing strategy to maximize the benefits, such as reducing costs, improving service delivery and gaining access to expert resources. For example, an organization may choose to have IT helpdesk services delivered from a country such as India which has a large skilled workforce and lower costs, and software testing delivered from the Czech Republic where strengths include language skills and proximity to Western Europe.

## Global sourcing and business transformation

---

The concept of global sourcing has now been universally adopted by service providers and is spreading to an increasing number of destinations around the world. Today, organizations are realizing the benefits of global sourcing to maintain a competitive advantage in their market and help deliver strategic business objectives. Improved governance of relationships between organizations and their service providers is increasing effectiveness further. It's likely that the concept of global sourcing will eventually become a standard for the services industry and will be offered by all service providers.

## The role of EquaTerra

---

EquaTerra's global sourcing advisors help organizations evaluate options for sourcing. The firm helps companies understand how much they're spending on various functions, how much they could save through different sourcing options, how their departments are performing versus others in the marketplace, and how that performance could be improved.

An organization might use an advisory consultancy such as EquaTerra to provide objective, independent counsel; help develop the sourcing strategy; and, if necessary, identify and select the most appropriate service providers, negotiate terms and manage the overall relationship. For detailed examples of EquaTerra's work, please visit the [case studies section of our Website](#).

## EquaTerra clients

---

EquaTerra has been involved in hundreds of global sourcing engagements for organisations throughout North America, Europe and Asia Pacific in a wide range of sectors including IT, Financial Services and Travel.

For more information on EquaTerra or the sourcing industry, or to arrange to speak with an EquaTerra expert, please contact:

Kim Messerschmitt  
Director of Marketing  
North America  
T: +1 972 987 1686  
E: [kim.messerschmitt@equaterra.com](mailto:kim.messerschmitt@equaterra.com)

Melissa Gardiner  
Director of Marketing  
Europe and Asia Pacific  
T: +44 (0) 20 7347 5101  
E: [melissa.gardiner@equaterra.com](mailto:melissa.gardiner@equaterra.com)

## 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, 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..

[www.equaterra.com](http://www.equaterra.com)

## Contact Us

If you would like to know more about EquaTerra please contact us.

Europe/Asia Pacific  
+44 (0) 845 838 7500  
infoeuapac@equaterra.com

Americas  
+1 713 470 9812  
infoamericas@equaterra.com

For details of all our locations visit [www.equaterra.com/locations](http://www.equaterra.com/locations)