The Right Outsourcing Partner

Improve Capabilities and Reduce Costs by Outsourcing Systems Management

To succeed, you need to work to collaborate with your vendor and build a meaningful partnership. This means frequent, open communication from the initial engagement.

Why Commit?

"Do what you do best and outsource the rest."
That's decent advice, but it's not really that simple. In fact, outsourcing can be a viable option for those services that you are good at but that don't drive enough revenue to warrant continued internal investment.

The decision to outsource isn't about offloading problems. Outsourcing is a strategic tool that must line up with organizational goals and IT's objectives.

Outsourcing requires significant preparation. Spend the bulk of your time in the requirements gathering and vendor selection phase to ensure a good fit and avoid surprises down the road.

$ **Treat cost savings as a bonus.** While many organizations do see some cost savings as a result of outsourcing, the real driver is gaining access to capabilities that are beyond the means of your organization.

5 steps: Outsource Your IT Infrastructure

STEP 1: Assess Whether Outsourcing Systems Management Will Help You Achieve Your Goals

- The real value of outsourcing systems management isn't in cost avoidance but in capability enhancement.
- Outsourcing isn't a quick-win; it requires adequate preparation, including a rigorous requirements gathering process and process development.

STEP 2: Build a Project Charter to Communicate to Stakeholders the Value of Systems Management

- Outsourcing systems management must be a strategic decision, not a way to dodge responsibility.
- Align outsourcing with strategic IT and organizational goals.
- Be prepared to anticipate stakeholder needs and respond to common outsourcing myths. Kill the gossip before it starts.

STEP 3: Identify and Select a Best-Fit Service Provider With an Optimized RFP

- Focus your RFP on outcomes rather than inputs to give you and your vendor some flexibility.
- Be sure to clarify vendor/client responsibilities to ensure complete coverage of duties.

STEP 4: Ensure Collaborative Engagement with Win/Win Contract Design

- Regular, open communication with your provider is key to a strong outsourcing relationship. Have an engagement plan and write it into your contract.
- Review any contract for common pitfalls and oversights in order to protect yourself from an unsatisfactory relationship.
- Make sure you have an exit strategy. Expect the best but plan for the worst—avoid vendor lock-in.

STEP 5: Plan the Transition to a Managed Service Provider

- Be prepared to devote 50% of your project timeline to requirements gathering and procurement.
- Don't neglect the testing and training period. Your staff needs to know how to work with the vendor's solution or it won't be used to its maximum effectiveness.
- Have regular internal meetings to ensure that your arrangement is continuing to meet your objectives, and to nip small issues in the bud before they become big problems.

1-876-656-9599
www.ttech.com.jm

tTECH

INFO~TECH
RESEARCH GROUP
— CERTIFIED PARTNER —

Info-Tech is a research and advisory group that partners with tTech to help systematically improve your IT Department.