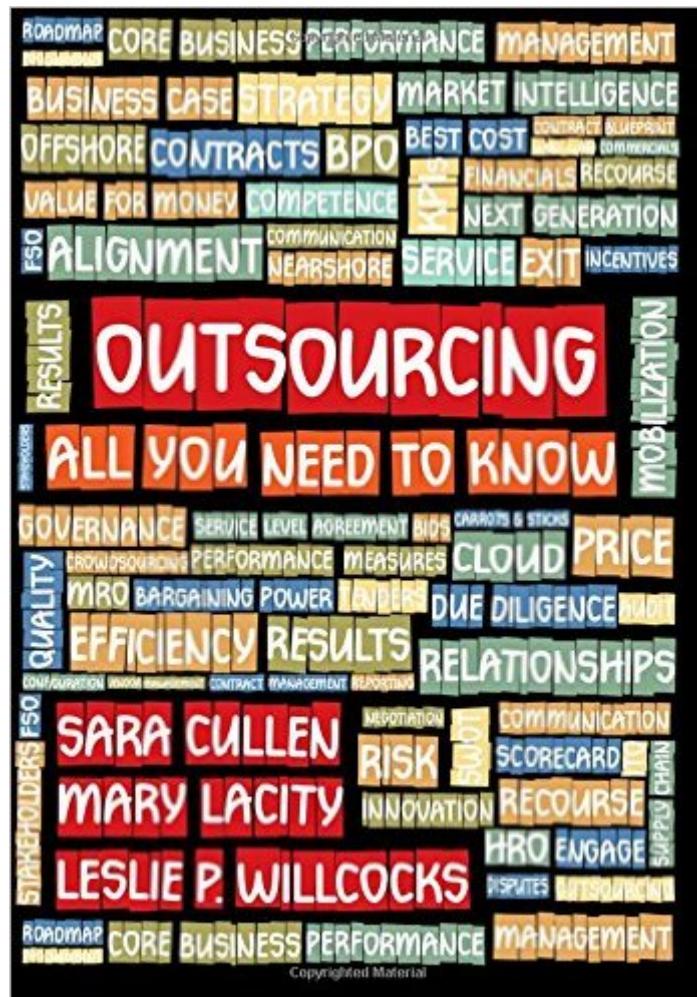


The book was found

Outsourcing- All You Need To Know



Synopsis

This book is the definitive guide to leveraging the external services market for business advantage. Based on 30 years of research into over 2100 organizations and advisory engagements throughout Europe, the Americas, Asia Pacific and Africa, three world authorities detail the frameworks, lessons and practices that inexorably produce high performance. They pinpoint the who, where, and how of leadership, establish the strategic agenda and configure the outsourcing arrangement, how to manage across the outsourcing lifecycle, the vital client and supplier capabilities needed, how partnering evolves, and its real attributes, how clients innovate through outsourcing, and how they harness offshoring effectively. Up to date, with on-line follow-on materials to address market changes, this book provides the most authoritative single-source handbook for practitioners who want to be at the top of their game.

Book Information

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Customer Reviews

Outsourcing has been a major change in how business is conducted especially during the last couple of decades. I was looking for a book that brings together all the elements that are essential for a comprehensive understanding of this major shift in how we conduct business. This book is a great resource that provides a holistic understanding of the subject with examples of how different questions and issues relating to outsourcing have been and can be answered depending on the circumstances e.g. Off-shore Operating models - 4 models with assessment of set up/financial risk as well as level of operational control are provided. I found very useful and entertaining the '10 myths about outsourcing' section at the beginning of the book where concrete answers are provided and misconceptions are dispelled. This assists in the better understanding and definition of what

Outsourcing stands for but also in discussing and clarifying myths that promote Outsourcing as the modern panacea for business e.g. see Myth 4 - Outsource your problems. :) The authors' use of statistics and matrices are superb as for every issue they bring a lot of different options to the table equipping the reader to make his/her own combinations customising solutions for every unique situation. I found Part 2: A Program of Action- The Outsourcing Lifecycle, particularly helpful as it provides a model for thinking through the outsourcing process. The authors take the subject a step further when towards the end of the book they discuss 'advanced [best] practices' that should be more commonly used e.g. workflow and governance tools.

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