



Business Transformation Optimization For Outsourcing Functions & Services



The Situation

Outsourcing of business functions and operating processes is an established reality, with a view to either achieving cost reduction or to leverage providers' niche capabilities in specialized areas (e.g. HR, IT and Finance). Today, many firms have adopted the outsourcing model. For some, the promise has been fulfilled, but for a large number of organizations it has not.

The complexity of multi-vendor governance, disappointing customer service (internal and external), inadequate vendor accountability and a perceived lack of quality, innovation and performance improvement are leading many to question outsourcing as a means to satisfy operating needs. Moreover, the common scenario of being tied to multi-year agreements that may not fully meet day-to-day requirements or address service frustrations compound the problem.

Addressing Your Challenge

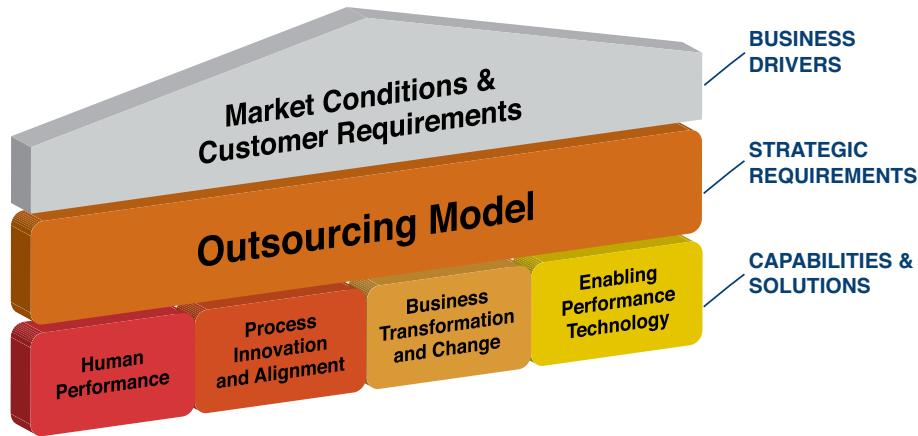
RWD is a global leader in Performance Improvement, with capabilities in Human Capital Management, Business Transformation, Service and Process Innovation, Outsourcing Design and supporting Performance Technologies. Our response is to meld together RWD capabilities to assist companies build a "Road Map" of specific actions, priorities and dependencies to achieve value recovery where outsourcing arrangements are not meeting their goals, and to assist companies considering outsourcing to avoid pain points other organizations have experienced. RWD also helps manage your transition to integrate the outsourcing work setting; especially managing the often unanticipated impact on the retained organization and other stakeholders.

Business Transformation Optimization

Strategic Sourcing Solutions Include:

- Outsourcing and Offshoring Advisory Services
- Business Transformation & Change Management
- Human Performance Improvement
- Business Process & Operations Assessment
- Service Management & Governance Health check organization/Work Design
- Emerging Markets and Outsourcing Research





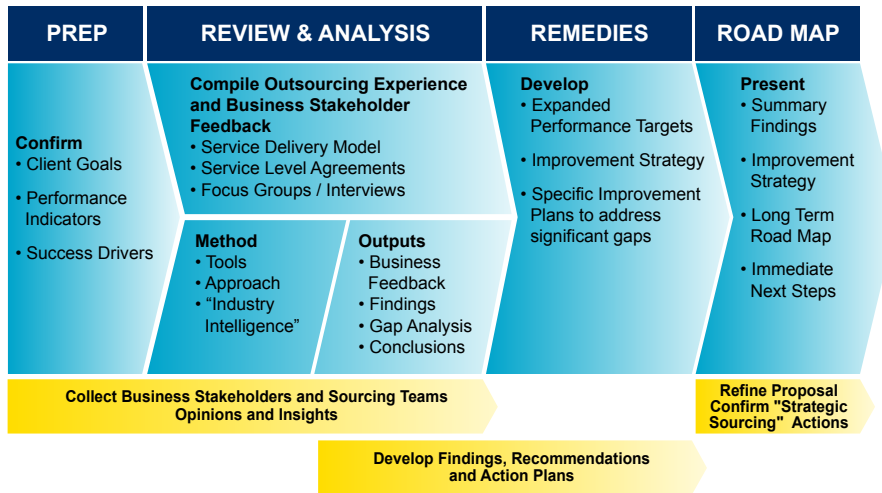
Outsourcing Success

Strategic sourcing requires a comprehensive view that considers the people, process, and performance technology aspects of the business ecosystem.

Starting with the business results your sourcing operations deliver today, RWD works to build a customized solution that address gaps, is actionable and can be assimilated smoothly.

Sourcing Solutions

As an independent, vendor agnostic and performance focused practice, we look to act as a collaborative business partner, to help you achieve the results and benefits you expect from your strategy.



RWD is your kind of consulting company.

An independent, vendor agnostic practice brings four critical areas of experience to the table.

- A deep understanding of outsourcing providers, their business model, motivations and ability to execute against "value measures."
- Experience in business transformation and the elements required to successfully execute the new sourcing arrangement.
- Ability to drive internal alignment around the true intent of the initiative, provide alignment to the value measures, and a strong partnership to achieve the realization of the intent.
- Ability to identify and mitigate risks. This includes contractual, operational, organizational and strategic risks.

