

DELIVERING VALUE – Offshore Outsourcing

In the last couple of years has surfaced both as a strategic and tactical method of meeting new business demands.



Biggest impediment to successful offshore outsourcing, irrespective of the sourcing framework adopted, isn't signing a bad contract or making a poor choice of vendors...it's in execution & effectively managing some of unique risks associated with offshore outsourcing: - Complex Communication, Governance, Division of Labour, Relationship, & Managing Culture variances.

BARONI Limited

in partnership with P.R. Glolinks (PRGL) a Business & Technology-consulting organization, actively guide your journey from assessment, knowledge gathering, and strategy phases, through sourcing, to the governance and management once the supplier decision has been made.

Our thorough understanding of the styles, working patterns and ethos of multinational organizations and our extensive fundamental research on cultural variances between India, Europe, and USA help organization to break the language barriers, and establish an effective relationship with offshore centre/s. our experienced consultant, act as catalyst, to help you build value to the offshore process and practices and thus sustain excellence.

- o Various alternative sourcing frameworks.
o Analyse Costs.
o ROI.
o Roadmap.

Formulate

- o Organisation Design.
o Technology Design.
o Implementation Approach.
o Knowledge Management.
o Resource Management.
o Roles & Security Levels

Order Management

- o RFI /RFP Development.
o Evaluate, Audit and Due Diligence.
o Select and Order.

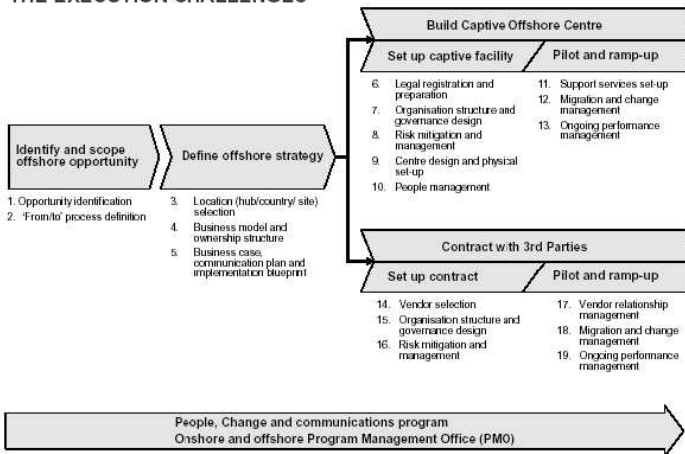
Our consultants map, reengineer and create process documentation, define Service Levels (SLA 's) & performance metrics.

Post sourcing.

Project Management office (PMO):

To integrate globally dispersed sourcing centre/s holding different portfolios of interest, and deliver the desired cost savings, productivity gains, & business objectives, a dedicated PMO is a must for efficient management. Our program managers, with depth acumen of the business processes, comprehensive assessment of offshoring market place realities, experienced in Offshore outsourcing, complements / Supplement your PMO team, to Program manage and Seamlessly integrate the Business process. Our program managers, identify knowledge hot-spots, ensure proper dissemination of

A WELL DEFINED PROGRAM IS CRITICAL TO ADDRESS THE EXECUTION CHALLENGES



OUR SERVICES

Our services can be broadly classified into

- Pre Sourcing Services
- Post Sourcing Services

Pre-Sourcing Services

Our expert's complements your team to analyse, business environment, management buy-in, current process/es, deliverables, its complexity & variations, the benefits, assess the present level of technology, security requirements, legality & suitability to offshore outsource & recommends



knowledge, define & design reporting, review frameworks and build tools to assess project & sourcing centre/s performances. Our Program Managers acts as **cultural ambassadors**, breaking the language barriers, resolving issues through a balanced approach and build a smooth rela-

tionship between you and the sourcing centre/s.

Transition Management:

Our, experienced in every aspect of offshore outsourcing, guides you to plan transition roadmap (key activities, milestones, resources, and dependencies), assists in addressing transition issues: *Communication, human resources, and Knowledge transfers*, to ensure seamless business continuity.

GOVERNANCE

BARONI Limited have teamed up with P.R. Glolinks (PRGL). Why? Because we believe that they offer everything that should be sought when considering the evaluation of your business, its processes, and practices and whether the different forms of Outsourcing are right for you and your business. We believe that PRGL offers unprecedented capability, flexibility and range of services specific to this market and its needs and as such have gained an unparalleled respect as an independent consultancy that is recognised by all

Gartner says "By 2005, 70 percent of enterprises will use more than three sources for service delivery in key areas; however, less than 10 percent will have the resources and processes in place to Manage Multiple sources for Enterprise value." (Gartner Group, 10/02, "Managing the Multisourced Environment") PRGL provides dedicated, experienced senior consultant to proactively project manage offshore outsourcing, ongoing communication processes, performance review standards, collaborative management of the relationship, change management and risk management.

Audit & Assurance Services

Recent years have seen a proliferation of legislation and procedures - Data protection, anti-money laundering, Sarbanes-Oxley, and a

variety of other demands that needs to be accommodated. To compete and prosper in the rapid advancement of technology, organizations must regularly evaluate and adopt strategic changes to operations, processes and technology. PRGL qualified multi-disciplinary auditor's conducts regular;

- Health checks of the offshore sourcing centre/s,
- Identify vulnerabilities in the systems, processes, & procedures.
- SLA Compliances.
- Analyse & Evaluate Performances
- Check compliances of regulatory requirements.
- Mitigate risks; Strengthen offshore outsourcing governance procedures;

Review sourcing frameworks and recommend suitable changes & improvements.

Conclusion

'Right Sourcing' is not a fixed event, a make-or-buy decision or an evolution toward a defined steady state. It is a continuous alignment among business strategy, business processes and services on behalf of the organization's strategic achievements. We work with you as a business partner, assist in selecting the right sourcing framework to suit your business objectives and goals. Leveraging our experience, knowledge of offshore locations, database of service provider & insight to their offerings, we fast track offshore outsourcing; build value added processes and practices. Organizations can choose from the range of services across the Right Sourcing lifecycle, and each offers significant value in its own right.

Contacting us or to sign up for our newsletter:
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Alternatively, please contact your distributor