

**'RIGHT- SOURCING'**

**Today organisations across the globe are challenged to deliver consistently high quality services against stiff competition in a demanding and diverse market base.** The market conditions and the advances in enabling technology have facilitated new ways of building an

organisation and its processes across diverse people, cultures and vast distances. To maximize financial opportunities, and yet maintain sufficient structural 'flex' and responsiveness for manoeuvring in changing market conditions, organisations need to re-strategize the business processes, and develop a 'Right-Sourcing' strategy-

- *Defining the core & chore processes?*
- *What to focus and what to outsource? When? Where?*
- *Whether to build own offshore resources or partner?*
- *How internal and external sources Interrelate*
- *What dependencies they have?*
- *The value they expect from their outsourcing deals,*
- *How that value is translated to requirements, service levels and prices?*

The structure, the financial DNA, and the culture of two companies is never identical, however strong the similarities. Hence there can be no 'one-size-fits-all' solution.

**About PRGL**

P.R. Glolinks (PRGL) is a specialist 'Right-Sourcing' consulting organisation with a global portfolio of customers. We understand the styles, working patterns and ethos of multinational organisations and have done extensive fundamental research on cultural variances between India, Europe, and USA to help achieve success in a mixed delivery model. PRGL's accumulated knowledge, in-depth acumen of the business processes, comprehensive assessment of marketplace realities, market intelligence of India and our program management skills will help you achieve success of the 'Right- Sourcing'. A Five-phased delivery model as subsequently detailed and our pools of Functional Experts, Process Auditors, Technology specialists, Culture Managers and Quality Analysts shall transform your organisation in an agile way to optimise service levels, maximize return of investment and thus achieve Sustained Excellence.

**Our Methodology**

PRGL's methodology comprises of a Five-phased approach applying the best industry practice and integrates technology to simplify, stan-

dardise and restructure workflow. This ensures that the organisation operational efficiency and effectiveness is continuously improved.

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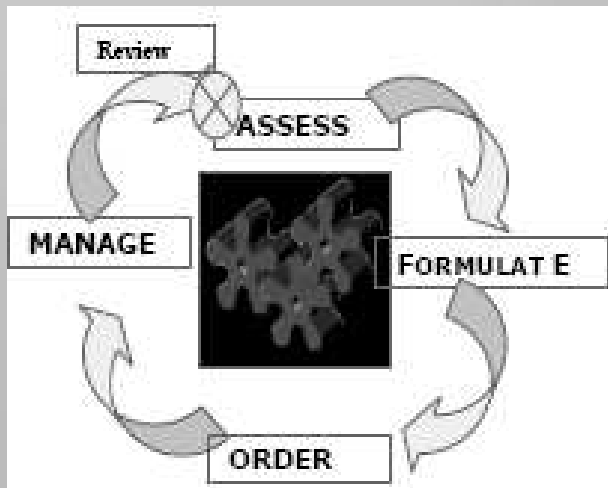
**Assess**

**Program Assessment**

Analyse the company's culture, Business environment, management buy-in, current process/es, deliverables, its complexity & variations, the benefits, present level of technology, legality to develop the 'Right-Sourcing' strategy.

**Process Design**

Design, reengineer and consolidate the business process/es to support Onsite, Outsource, Offshore split. Evaluate the total cost of ownership and define the support structure / processes required for enabling this re-sourcing strategy.



**Formulate**

**Organisation Design**

Design a virtual organisation structure, integrating the support structure for effective and efficient delivery of the required service levels to the customer.

**Technology Design**

Evaluate company's applications and present technology, summarizing the new technology requirements and enable a smooth transition to

streamlined workflow and tracking system. Develop the fallback options, redundancy systems, and disaster management approach.

**Implementation Approach**

Identify the pilot project, phasing choice and draw an effective implementation plan to integrate the business unit and sourcing centre processes to maintain the existing workflows. Evolve the transition strategy to ensure seamless business continuity and ensure service level do not drop during transitions. Develop a roadmap: When to outsource or off shore, where, and ownership options (build, partner, or source) for a WIN – WIN for the organisation, its people, its investors and customers.

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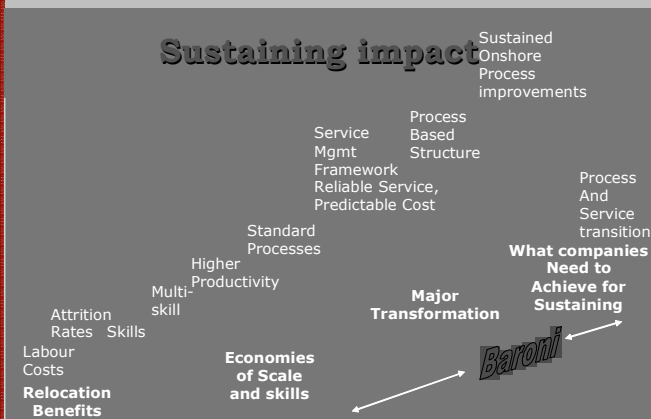
**ASSESS  
MANAGE  
FORMULAT E  
ORDER  
Review**

**Knowledge Management**

Design effective programmes for Change Management; educate employees on the diverse processes and culture variances, to ensure knowledge transfer is smooth and efficient to the sourcing teams.

**Resource Management**

Resource the right managerial and supervisory resources, with functional / domain expertise and



service orientation for an effective interface and seamless integration of the processes and sourcing teams. Develop a process to resource skills to match the transition schedule.

**ORDER MANAGEMENT**

**RFI /RFP Development**

Frame the requirements, objectives including the performances standards, benchmarks, specific terms and condi-

tions.

**Evaluate, Audit and Due Diligence**

Evaluate leveraging on the existing supplier database, shortlist, audit for realistic performance, delivery and perform due diligence.

**Select and Order**

Define the service levels, performance metrics, and Success matrix. Negotiate and select the suppliers. Develop the contract management framework for effective service, performance and review audits. Get contracts signed off.

**Manage**

**Program management**

- Contract management
- Financial management
- Delivery Management
- Risk Management
- Review Implementation progress

**Transition management**

Balanced issue resolution between business unit and sourcing centre migrating from the ` Project Model' to ` Business'. Seamlessly integrate the business process to ensure business continuity.

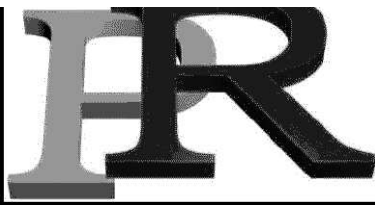
**REVIEW**

Develop the review processes to audit, benchmark the achieved results and re-define the standards and best practices. Evaluate against the established benchmark of service levels, productivity and performance, best practices and standards. Evolve a core team to evaluate, modify, redefine and reengineer the strategy of sourcing.

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# Right Sourcing Evolution

BPO,  
HR, Trg

Engineering  
R&D

Tech  
Help  
desk

Call Centre,  
Collection,  
Cust Care

Accounting

Travel:  
Tickets,  
Rewards

Data  
Entry

## 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 organisations as a business partner, providing tactical guidelines on Right-Sourcing, relationship management, build value added processes and practices. Organisations can choose from the range of services across the Right Sourcing lifecycle, and each offer significant value in its own right. We build organizations, We enable culture change, We help to achieve performance excellence, We act as the "*catalysts of renaissance*"

UK Office

**P.R. Glolinks Consulting  
Baroni Limited**

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Visit our website: [www.baroni-limited.com](http://www.baroni-limited.com)  
Or email: [baroni-limited@tiscali.it](mailto:baroni-limited@tiscali.it)

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