

Everest Research Institute

Outsourcing Support Services (OSS)



What We Offer

Tools

- Sourcing methodology
- Stakeholder interview toolkit
- Supplier profiles
- RFP templates
- Data collection toolkit
- Risk analysis toolkit
- SOW & SLA templates
- Governance design toolkit
- Change management toolkit
- Business terms sheet
- Proposal evaluation toolkit
- Negotiation toolkit
- Due diligence toolkit
- Transition management toolkit

Decision Support

- Competitive & market intelligence
- Offshore leverage diagnostic
- Location analysis
- Pricing model analysis
- Price benchmarking
- Supplier short-listing
- Proposal review
- Contract review

Workshops

- Outsourcing best practices
- Project planning workshop
- Supplier strategy workshop
- Pricing model workshop
- Supplier workshops
- Governance workshop
- Negotiation planning workshop
- Due diligence workshop

Could your organization use more in-depth knowledge, experience, and tools to lead your outsourcing efforts when it's not practical to use full-time outsourcing consulting assistance?

Do your sourcing, legal, and other departments have all the current outsourcing market data and decision-support tools they need to enable your organization to:

- Monitor and influence the direction and pace of your initiative
- Ensure you have a finger on the pulse of the industry and current market
- Protect you from missing opportunities for capturing greater value
- Sharpen your ability to identify and mitigate risks
- Know what's working for other companies – and understand why

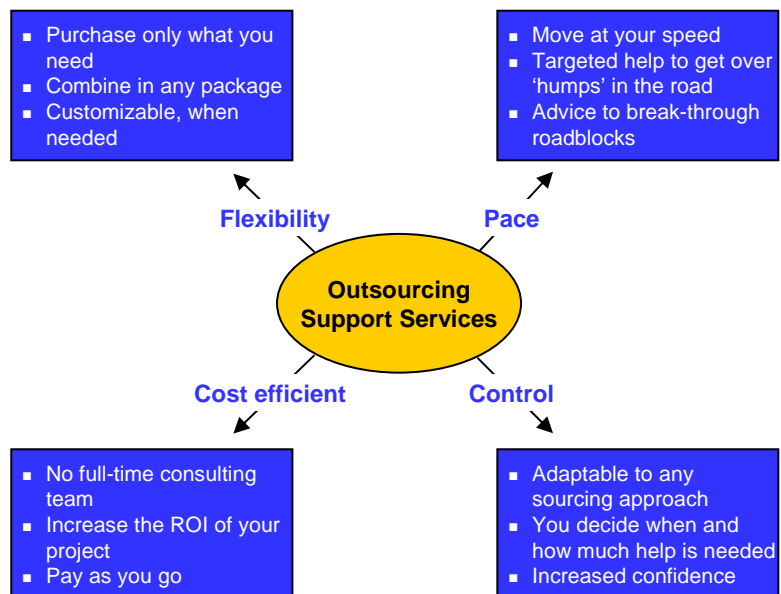
Now YOU can own Everest Group's outsourcing methodology and decision-support tools – the same industry-leading, proven tools and data that Everest consultants use!

Customized to your needs

Everest's Outsourcing Support Services are flexible for any situation. You can use any component of the tools, decision-support, and workshops separately or in any combination that meets your needs

Our OSS offerings are the ideal choice for:

- Smaller-scope outsourcing deals that don't justify full-time consulting assistance
- Contract extensions and renewals
- Large, non-strategic opportunities in organizations with a lot of outsourcing experience



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Like missing jigsaw puzzle pieces –

Everest's OSS offering provides all the methodology and informational pieces you need for your outsourcing deal to succeed

Fact-based insight

Examples:

- Pricing: 1000+ data points specific to function/role
- Locations: 150+ cities covered; function-specific proprietary cost models using 40+ elements
- Information on over 500 suppliers
- Largest database of outsourcing transactions (~12,000 deals)

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Everest's OSS is designed to help you succeed in your internal efforts at procuring and managing outsourcing services.

As outsourcing matures and companies complete multiple outsourcing efforts, many develop internal resources and experience to lead their outsourcing initiatives. Even so, they may need assistance in new areas or need to access external best practices and market data – but not in the form of full-time consulting support. Do it your way – and still get our targeted information and advice through our Outsourcing Support Services offerings.

Take a closer look:

	Benefits	Examples
Tools	<ul style="list-style-type: none"> Starting points which save time and allow effort to focus on tailoring to your situation Available for entire outsourcing process and all BPO and ITO functions 	<ul style="list-style-type: none"> Data collection templates Statements of Work (SOW) and Service Level Agreements (SLAs) Change management toolkit Supplier profiles
Decision Support	<ul style="list-style-type: none"> Access to market expertise and data that informs and validates critical decisions Customized to meet your specific situation 	<ul style="list-style-type: none"> Offshore leverage diagnostic Benchmarking Supplier short-listing Proposal & contract review
Workshops	<ul style="list-style-type: none"> Targeted support which can be accessed at a pace fitting your organization's plans Standard agendas, plus ability to tailor to the audience and situation Allows you to tap into Everest's experts 	<ul style="list-style-type: none"> Project planning Outsourcing best practices Pricing model design Negotiation planning Governance design



Order today to capture and ensure you capture more value for your current or upcoming outsourcing initiative.

For more information: +1-214-451-3111 or info@everestresearchinstitute.com

About Everest Research Institute

Everest Research Institute serves as a central source of independent and objective strategic intelligence, analysis, and actionable insight for leading corporations, suppliers, technology providers and investors in the global outsourcing and offshoring marketplace. As the research arm of Everest Group (www.everestgrp.com), the Institute addresses both business process and information technology sourcing topics, providing the global outsourcing and offshoring community with information that empowers highly productive, sustainable sourcing strategies and relationships. The Institute's wealth of knowledge and experience provides unique perspectives into today's marketplace and the competitive edge required to take advantage of emerging opportunities. Please visit www.everestresearchinstitute.com for more information.