



## **New Offering Helps Companies Succeed in Leading Their Outsourcing Efforts without Full-Time Consulting Assistance**

### **Announcing Everest's Outsourcing Support Services Offerings**

*By Rick Lucas, Director, Outsourcing Support Services*

As companies' utilization of outsourcing matures and they gain internal expertise (sourcing, legal, etc.) in leading outsourcing efforts, the traditional role of outsourcing advisory services changes. In addition to gaining internal outsourcing expertise, many companies are now outsourcing smaller scopes of work, renewing or extending contracts, adjusting scope up or down more frequently, and seeking to do more with their current supplier base.

The combination of these dynamic trends has led to an increased demand among many of our clients for Everest to provide more targeted information and advice. Such organizations may benefit from leveraging proven tools or need access to external best practices and market data – but not in the form of full-time consulting support. Moreover, smaller companies and/or smaller outsourcing efforts do not provide a return for the investment in full-time consulting assistance (which is justifiable in complex, transformational efforts).

In responding to the demand for more flexible services to meet these niche needs, Everest – recognized as a pioneer in outsourcing methodology, thought leadership, and decision-support tools – has created Outsourcing Support Services (OSS).

### **How OSS benefits your company**

Everest's OSS is designed to assist strategic sourcing organizations in managing and optimizing their outsourcing efforts. The OSS offerings are in three categories:

- Tools (examples: SOW and SLA templates, risk analysis toolkit)
- Decision support (examples: offshore location analysis, pricing model analysis, competitive and market intelligence)
- Workshops (examples: outsourcing best practices, governance, supplier strategy)

These are the same industry-leading proven tools and data that Everest consultants use. Companies can use the OSS components separately or in combinations as the need dictates.

Two primary benefits are the cost-effectiveness and flexibility of Outsourcing Support Services, especially in comparison to full-time consulting. Everest's

OSS offerings help accelerate outsourcing efforts while providing access to niche expertise when needed. They allow your company to:

- Move at its own pace; you decide when and how much help is needed
- Purchase only what you need and pay as you go
- Adapt and tailor the components to fit your sourcing approach

Other benefits of the tools, decision support, and workshops include:

- Ensures your company has a finger on the pulse of the industry and current market
- Protects your company from missing opportunities for capturing greater value
- Sharpens your company's ability to identify and mitigate risks
- Know what's working for other companies – and understand why
- Allows your company to maintain control and develop expertise internally

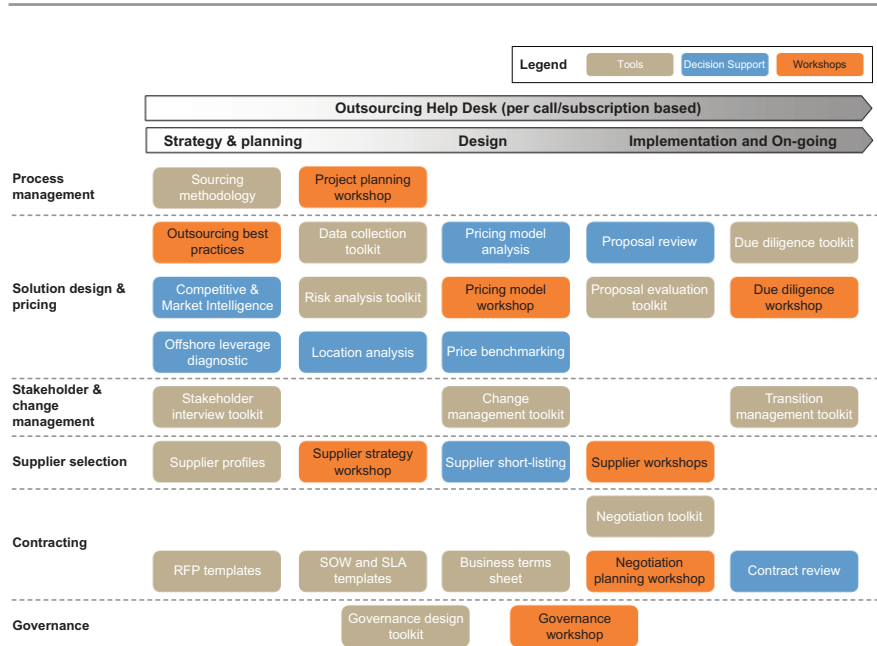
**OSS tools, decision support and workshops cover the entire outsourcing life cycle**

From strategy and planning, design to implementation, to ongoing governance and to benchmarking and contract renewal, our Outsourcing Support Services are designed to augment the capabilities of your organization and tap into Everest's expertise where needed.

The services are divided into a range of topics such as solution design, pricing, or supplier selection. As illustrated in **Exhibit 1**, each topic has a range of available tools, decision support, and workshops.

**EXHIBIT 1**

The outsourcing support offerings span the entire outsourcing process and can be purchased to match your timing and decision-making process



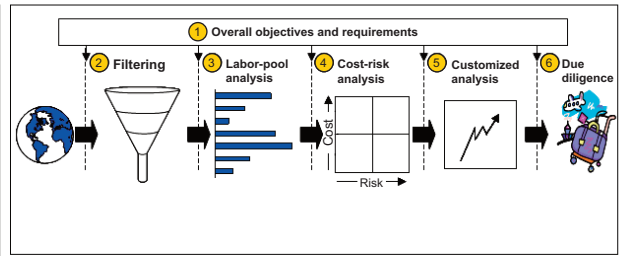
## EXHIBIT 2

## Location analysis – Approach and outcomes

## Highlights of methodology

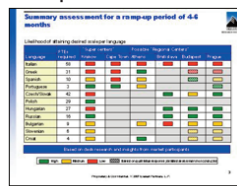
- Iterative approach optimizes comprehensiveness and speed
- Risk-reward approach that is comprehensive (100+ parameters considered)
- City-level, function-specific assessment
- Customized to clients needs and situation
- Based on hard data and knowledge of market dynamics

## Methodology

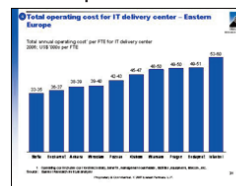


## Illustrative outputs

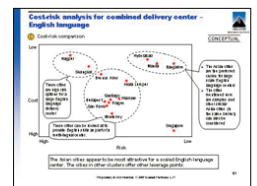
## Labor pool assessment



## Cost comparison



## Cost-risk tradeoffs



Your organization can purchase individual or bundled components of Everest's OSS offerings much like purchasing software or research. You cannot resell the services, but you are free to customize them and use them as many times as you would like.

Visit <http://www.everestresearchinstitute.com/Services/OutsourcingSupport Services> to see a complete listing of available offerings along with samples of tools, decision-support deliverables, and workshop agendas. [Click here](#) to listen to the "Implications of a Maturing Outsourcing Industry on the Role of Strategic Sourcing Organizations" Webinar. And [click here](#) to view the Webinar deck announcing the OSS offering.

## OSS Pricing

Most OSS offerings fall into a simple, tiered pricing model considering the degree of Everest investment, complexity, and time required to deliver to your request.

"Off the Shelf" tools can literally range from less than US\$100 for a single Service Level Agreement to a few thousand dollars for a comprehensive suite of governance tools.

Decision Support Services and Workshops each start at around US\$10,000 and go up, depending on the level of time, customization, and Everest IP involved.

Pricing for many offerings is available on our Web site; other items will be quickly quoted, based on scope and complexity.

To discuss bundles and customization, give us a call at 1-214-451-3111 or contact Rick Lucas at [rlucas@everestgrp.com](mailto:rlucas@everestgrp.com).

## About Everest Group

Everest Group ([www.everestgrp.com](http://www.everestgrp.com)) is a global consulting firm that assists corporations in developing and implementing leading-edge sourcing strategies including captive, outsourced, and shared services approaches. Everest helps companies create strategies and sourcing relationships that deliver total value – improving performance and results while managing the risks in such initiatives.

Since 1991, we have completed 300+ engagements, advising clients on complex sourcing issues in more than 30 key business processes worldwide. Our experience spans numerous Fortune 1000 clients in banking, insurance, retail, healthcare, telecom, media & entertainment, and hospitality sectors, among others.

Our breadth and depth of experience enables us to deliver expert analysis and strategic results. Our flexible, collaborative approach analyzes the specifics of each sourcing challenge. Throughout the process, we encourage collaboration between buyers and service providers to spark creativity and lay the groundwork for long-term outsourcing success. The result is a solution that recognizes the strengths, weaknesses, and strategic objectives of both parties.

Everest Group is headquartered in Dallas, Texas and has offices in Toronto, New York, London, Amsterdam, New Delhi, Melbourne, and Sydney.

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