



20 YEARS  
1989 - 2009



# Navigating the Risk & Challenges of Off-shoring - Dealing With the Elephants

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## Navigating the Risk & Challenges of Off-shoring

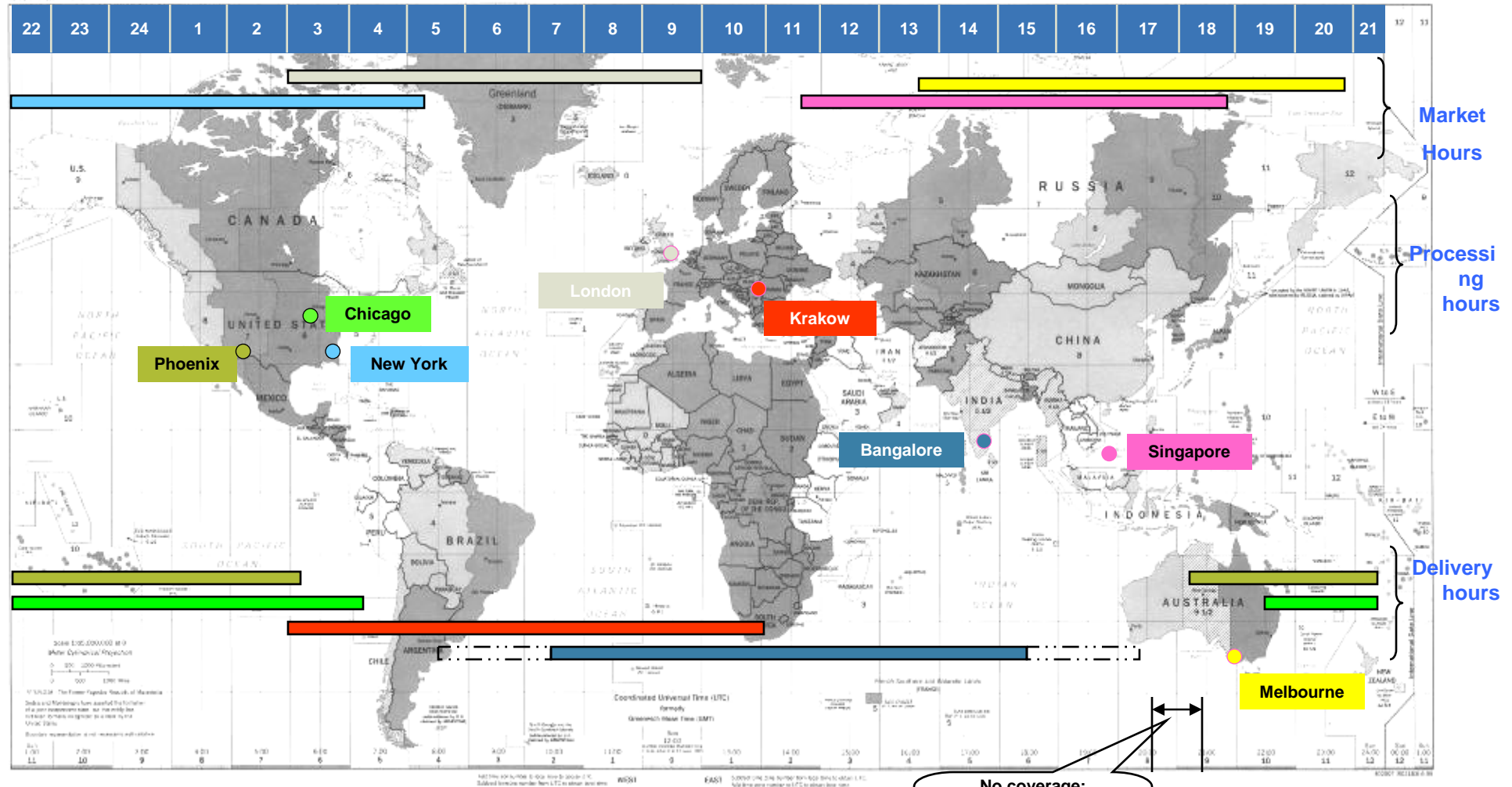
- Off-shoring provides additional opportunities to reduce cost, access talent and improve service
- Like all forms of outsourcing, poor execution allows the value to leak away
- Off-shoring should be part of a wider sourcing strategy to deliver an organisations overall goals and objectives
- Detailed planning is essential.
- You must deal with the three Elephants:
  - People
  - Processes
  - Data



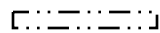
# Globalisation is a Key Driver of Offshore Delivery

## Private Sector Need and Governmental "Pull"

Standard Time Zones of the World



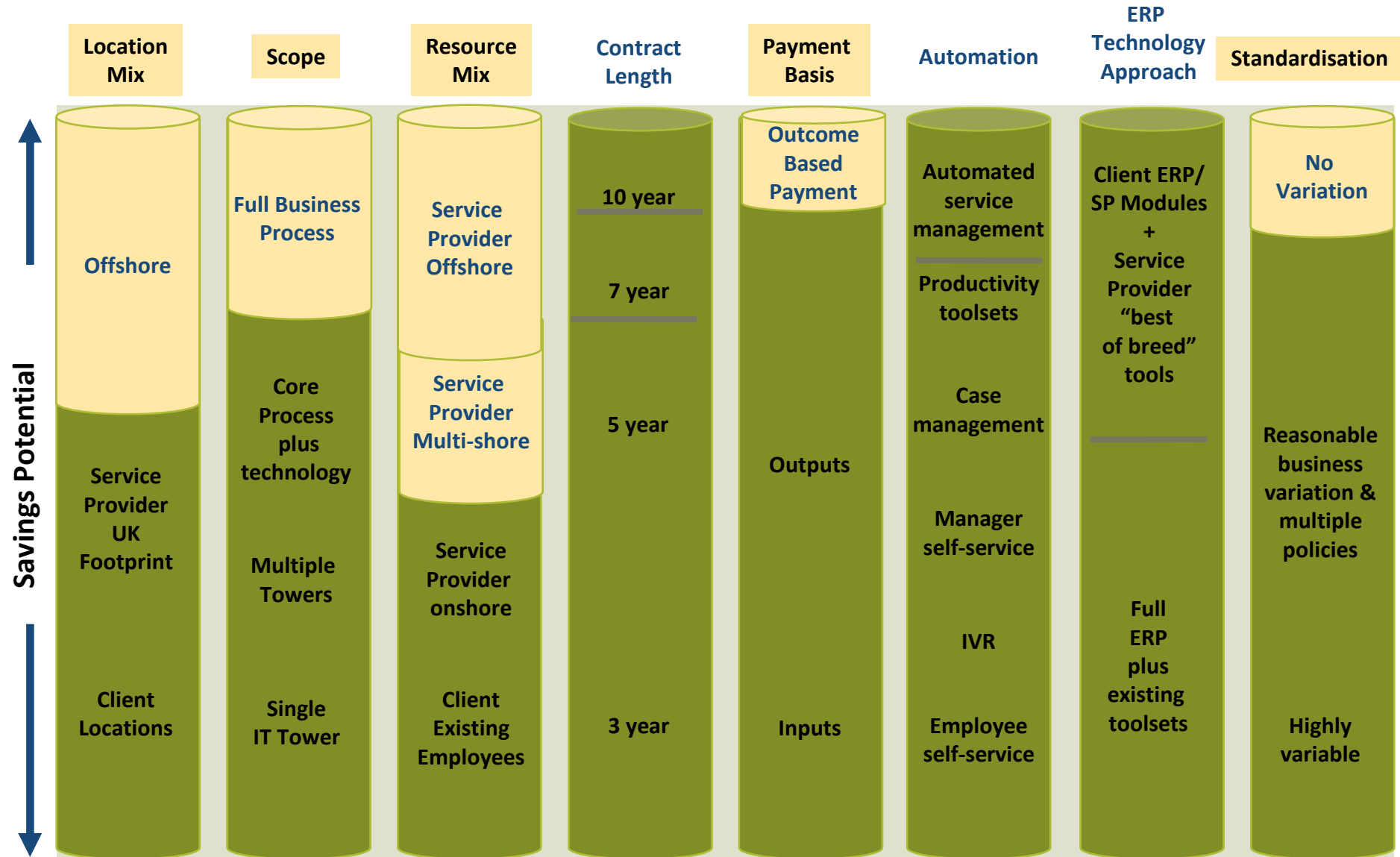
\* All times in GMT



Extended working hours

No coverage:  
Melbourne Market - 1.5 hrs  
Singapore Market 0.5 hrs

# Potential Outsourcing Savings Drivers to Consider



Note: Transition timing is also a key factor in delivering overall savings

# People

- Communication
- Knowledge Transfer

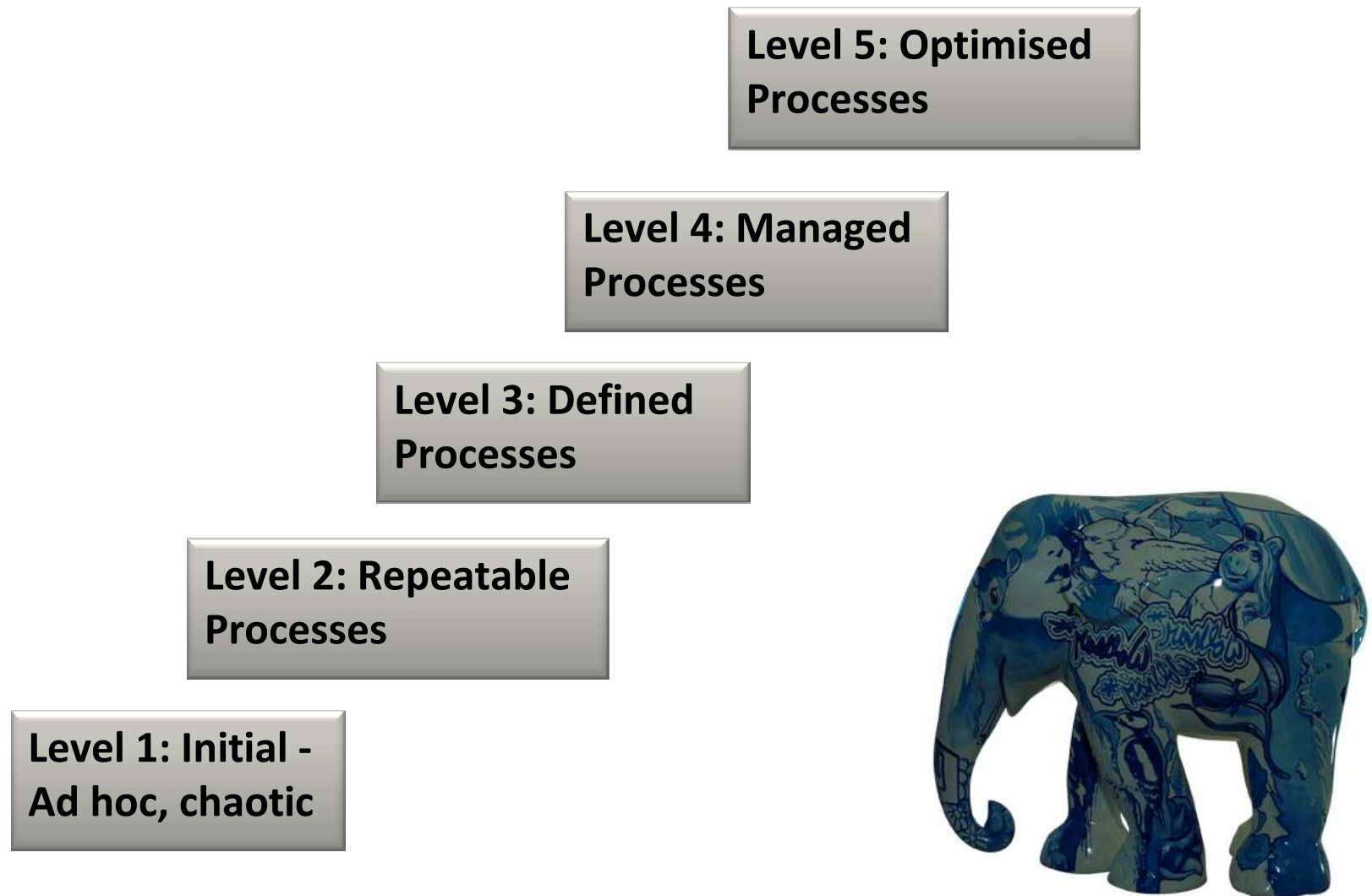


- Service Continuity
- Redeployment
- Redundancy



# Process

## *Capability Maturity Model Levels*



## Cross Border Data Transfer – Data Protection Act

- **Data Protection Act 1998 - “the eighth principle”** - *Personal data* shall not be transferred to a country or territory outside the EEA unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data  
[www.ico.gov.uk/for\\_organisations/data\\_protection\\_guide/list\\_of\\_the\\_data\\_protection\\_principles.aspx](http://www.ico.gov.uk/for_organisations/data_protection_guide/list_of_the_data_protection_principles.aspx)
- .....before making a transfer of personal data, a data controller should consider whether it is possible for it to achieve its objectives without processing personal data at all and examine options such as the anonymisation of such data. If the data does not relate to identifiable individuals then this brings such data outside the scope of the Act and means that any transfer could be made freely and without reference to the eighth principle.  
**Information Commissioner’s Office**



# Thank You





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# Knowledge Resources and Forums

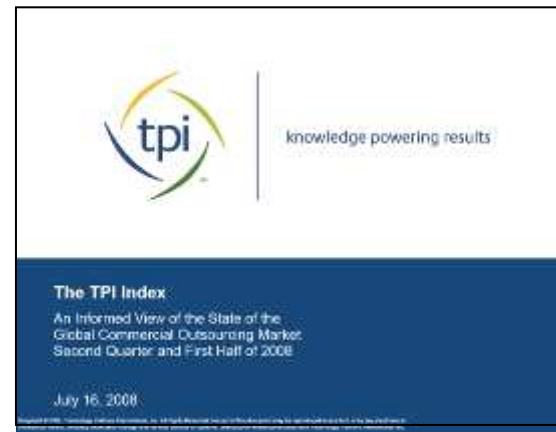
*We are committed to educating, evolving and enhancing the sourcing industry.*

## Information, Insights & Knowledge

- TPI Index
- IT Mark-to-Market
- White Papers
- Surveys & Research

## Market Education Services

- [www.tpi.net](http://www.tpi.net)
  - Consider the Source blog  
[www.considerthesourceblog.com](http://www.considerthesourceblog.com)
  - **The Platform** (client e-newsletter)
  - **Gradient** (service provider e-newsletter)
- ## TPI-Hosted Events
- Sourcing Leadership Exchange (SLE)
  - Sourcing Industry Conference (SIC)



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tpi's insights on sourcing

