



# OUTSOURCING SERVICES

Reinvent

Improve

Rediscover

Rethink

Restructure

Reimagine



# Solutions



### KNOWING WHEN TO OUTSOURCE

Outsourcing can be looked at as a strategic tool for making a given business more productive and profitable, provided you know when to take advantage of it.

We, at STS specialize in advising clients on outsourcing by working closely with them to develop sound criteria that can help decide whether to outsource.

- We first make sure the activity to be outsourced isn't central to generating profits or competitive success.
- The activity is routine and most likely wastes valuable time and energy.
- We look at the financial implications carefully to see if outsourcing is less expensive to have someone else do it than to do it in-house. However, if the activity can be done cheaper in-house, but drains resources that could be better used elsewhere then outsourcing becomes viable.

- At times the skills required to do an activity in-house is so specialized that it's impractical to have it done within the organization
- We make sure that a business does not outsource a function, as negligible as it may appear, but is actually essential to the core business
- The activity isn't one that people enjoy doing.
- Above all, we make sure that Integrity and Privacy of your business is well protected



## WHAT CAN BE OUTSOURCED?

Outsourcing is a viable option for everything from payroll, accounting, manufacturing, front office functions, employee training, human resources functions, and computer services. The key advantage of outsourcing is that it enables you to concentrate on your core business so that you invest your resources into more profitable or rewarding activities.

# Outsourcing Services



## WHAT CAN STS DO FOR YOU?

Once you've decided to outsource a particular function in your organization, STS can manage your outsourcing initiative by:

- Recommending a good outsourcing firm to handle the function to be outsourced ensuring not only the outsourcer understands your needs but can accommodate them.
- Devising a contract that allows you to adjust the terms of the agreement to suit unforeseen changes.
- Since outsourcing usually means the loss of direct control and supervision, STS can help in setting up the standards of performance you expect. These standards will be included in the contract in detail, and STS will check up on the outsourcer periodically to make sure that it's doing its job correctly.
- Arranging for constant communication between you and your outsourcer to help you stay informed of day-to-day problems. By staying aware of what's going on, you can prevent potential problems and improve how your business operates.
- Making sure that your organization has a fall back scenario in place in the event that the outsourcer can't carry through.

## STS METHODOLOGY

STS will follow a well known methodology for conducting the outsourcing study, Figure 1 represent the major processes within this methodology



# Outsourcing Services

**The following are the key main processes within our proposed methodology:**

### 1. Identifying Organization Needs based on

- ⚙ Strategic Plans
- ⚙ Financial Strategic Plans

### 2. Establishing Analysis Criteria/Options

- ⚙ Cost-Benefit Analysis
  - Specific Cost-Benefit Criteria
  - Quantitative Considerations
- ⚙ Tangible Costs (i.e. personnel)
- ⚙ Other Costs (i.e. project, management)
- ⚙ Measurements
- ⚙ Qualitative Considerations
  - Time
  - Risk
  - Staffing
  - Business Value

### 3. Decision-Making

- ⚙ Identifying Implementation issues

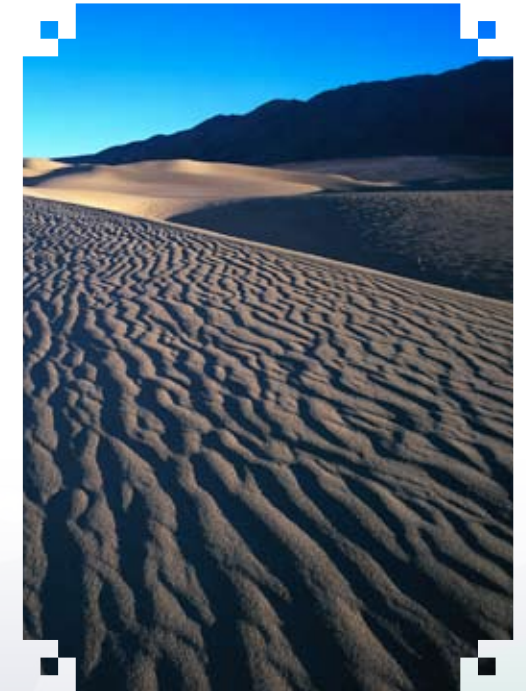
### 4. Establishing the Contract Measurements

### 5. Selecting the Vendor

### 6. Negotiating Outsourcing Contracts

### 7. Planning and Managing Transitions

### 8. Managing and Evaluating the Contract





“ We, at STS are passionate about our work but precise... because Passion without Precision is chaos. ”



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