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The five commandments of outsourcing

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ECN Asia

Over the years, the meaning of the term "outsourcing" has undergone a sea-change. What started off as the cheap labor during the Industrial Revolution has taken on a new connotation in today's scenario. Outsourcing strategies for growth, finance and market demand. Outsourcing reduces burden from the mainstream execution the right priorities. High-tech sector has a risk involved in project/products when it is being executed in-house when outsourced. This article attempts to shed light on five discrepancies associated with outsourcing in the e results from actual outsourcing ventures. It will provide a thorough understanding on the pros and cons of outs outsourcing.

1. Outsource for quality, not for "labor arbitrage"

Generally, outsourcing/multi-sourcing is implemented to accrue the financial benefit of buying a comparable se hold true as long as the engagement is for customer support tasks (call centers and BPO). In case of electronic or product realization services, there are two more dimensions to consider before taking the leap: technology a

Nowadays, outsourcing companies have specialized in niche skills thus making them an attractive avenue to in superior and turnaround times are shrinking.

2. Reap profits by monitoring people and processes, not tasks and results

Most outsourcing manager's accord high importance to tasks/objectives defined and results derived. However, and processes from different parts of the world. Be it domestic help or daycare or banking, all these outsource

In order to ensure that the outsourced projects produce the right results, choose the right people for the right j processes being followed. A good process addresses all flaws introduced through human error. Alternately, per

3. Maintain fair communication habits from beginning

The world lacks "perfect communicators". Imperfect communications are fatal in outsourcing business wherei When faced with a communication problem, adopt a fair, two-sided approach. Both the customer and vendor co breakdown. It makes sense to discuss the problem and look for bilateral solutions rather than waste time and p

A solution to communication:

Step 1: Identify the right people in the hierarchy and only communicate with them. Avoid talking to people not c diversity strongly influence communication styles and etiquettes and may create differences between engaging parties must try adapting and generating a rapport. If you have done step 1, 90 percent of your problems are s

Step 2: Always use right documentation flow and templates to convey important subjects like goals, expectatio analysis tools to proliferate these messages, for instance, capturing minutes of the meeting with task name, ta

4. Exploit and employ technology (VPN, infrastructure and security)

Technology is the nerve of outsourcing. It is the channel of communication and data transfer. A reliable, speed successful project execution. Vendor companies must go the extra mile in ensuring a strong and advanced art (VPN) must be adopted for ensuring data security. Below table lists the technology approach suggestions base

5. Focus on deliverables

Outsourcing is primarily done to:

„X Save time

„X Save cost

„X Augment resources

„X Adopt advanced technology faster

An outsourcer ideally aims at increasing his management/task bandwidth by outsourcing. That said, it makes s managing daily tasks or working styles of the vendor. Doing micro-level management from a remote distance is a program manager at the remote site and convey one's expectations to this point contact.

In summary, working in „flat“ world may be exciting, but it requires the right approach. One may yield rich be keeping in mind above mentioned factors.

About the author

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Table 1

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