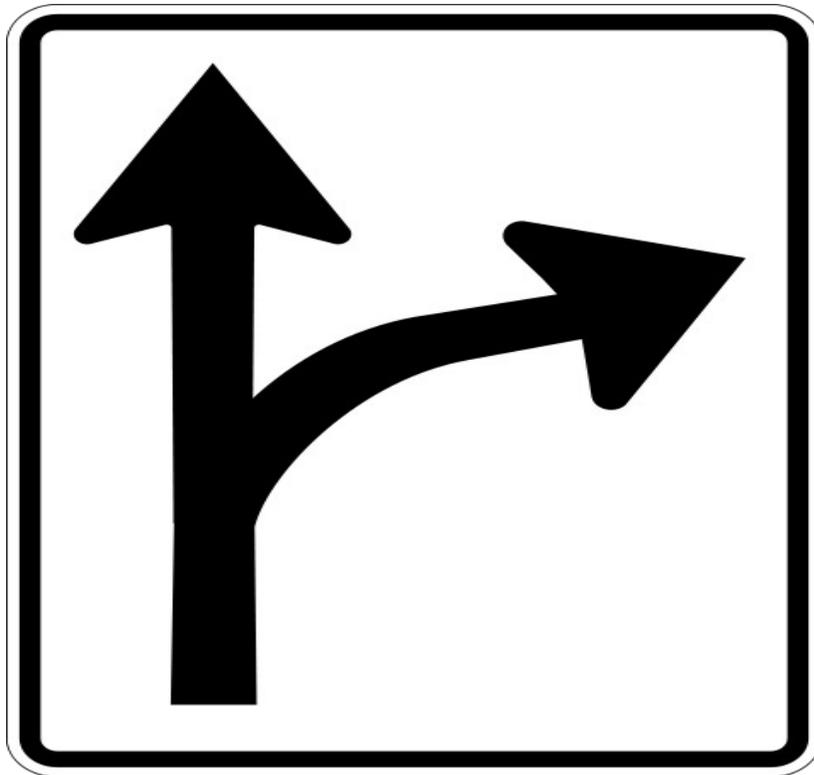


Do you have the right Outsourcing Partner?





INTRODUCTION

Bottom line to choose the Outsourcing partner is to go by the route that a lot of people are and use but how to go by the fact that whether the outsourcing partner which we have chosen is right or no.

Though its a difficult task to identify at an early stage of a business relationship, it is always better to make the most wise decision so that outsourcing risks can be minimized before even encounter. The consequences of choosing the wrong partner at this nascent stage will be severe. Thus this particular decision is pivotal in the outsourcing experience and even decides the direction that your project will take because you and your outsourcing partner will begin a business relationship and this will directly impact your project.



This Point of view outlines the simple procedure for narrowing down the process of choosing the right outsourcing partner.

1) Business Model - Always try to look for an outsourcing partner who is ready to work or is already working on a business model involving Build, Operate & transfer modules, Time & Material modules or other traditional project model. If you already got an experience in outsourcing, this will leverage the understanding of the business operations in a more individualized manner. And if you are new to this game, this may be the best way to go and gain experience without the contingency of pushing yourself into an unsatisfactory business relationship.

2) Industry Lore and Ambit - Its always beneficial to do business with a vendor who got an industry expertise because this business involves arduous regulatory and compliance



issues. It always make sense to look for such partner because you always want to leverage your partner's experience in to your benefit.

3) Project Touchstone - In-depth investigation of few ideals should be done to choose the right outsourcing partner for your business because analyzing your vendor on particular platforms gives you a chance to detect unrealistic commitments.

a) Transparency is one of platforms that should be approached by your end to have visibility of your vendor's operations. To gain transparency in the business relation, you need to generate the right communication connection with the vendor. Since communication is the essential ingredient of transparency, any problem or difficulty in getting solutions to your problems, questions, doubts or hesitations should highlight in your procedure of selecting the partner.



b) Facilities is the first edge to check your partner on infrastructure part because location of facilities with respect to infrastructure can actually have a tremendous impact on your productivity and continuity. Facilities like adequate transportation system, right communication channel, stable local power system, availability and capacity of private/public network structure, good IT support etc should be paid attention.

c) Security involves issues like intellectual property rights, business and mercantile laws of the country in which vendor is located, political and economic stability, so on and so forth. Deviation in dealing with this particular issue will involve working through the legal system of another country which is not only expensive but also gives much less leverage than required.

d) Employees at all levels of corporate ladder in relation to outsourcing campaign need to be dealt on priority & professional basis. Issues like Educational Qualification of Employees, Attrition Rate, Communication and Language skills are some of the high level concerns which you need to ask for.



4) Financial Stability - To have a knowledge of financial condition of your outsourcing partner and their ability to withstand the crisis situation should be the prime focus while selecting the partner. Discovery and analysis should be done to choose a partner and he should have an optimal strategy to meet up your demands and expectations.

5) References - Your outsourcing partner should have a proven track record and should be able to provide you with references and testimonials whenever required. References are also considered as opportunities to probe further into parameters which can be helpful in covering potential problems.