

# AGENDA

### The business case for offshoring

- Why?
- What?
- Where?
- How?

### Addressing key challenges

- Pitfalls to avoid
- Maximising your chances of success

### The business case for offshoring

#### Reduction of costs

- Reduction of internal cost base
- Delivering better value to clients

#### Indirect benefits of cost reduction

- Standardising and streamlining processes
- Freeing up higher cost staff for value-add work

Risk management (can work both ways)

#### Client expectations



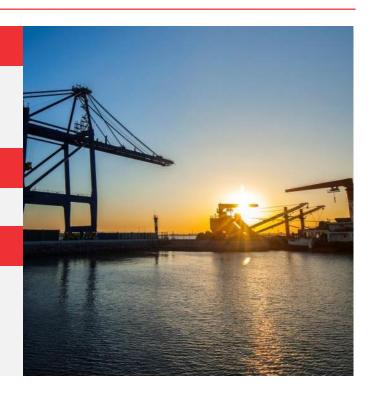
### Identifying what to offshore

#### Looking for repeatable processes

- Little or no jurisdictional variation
- Ideally high volume

Try to standardise **before** offshoring

The danger of denial



### Choosing a location

#### Factors to consider

- Cost base and economic environment
- Availability of office space, staff and capabilities
- Time zone and travel distance
- Cultural compatibility
- Political stability and infrastructure
- Other organisations already based there

### Offshoring v. "nearshoring"



### Choosing an operating model

#### Outsourcing

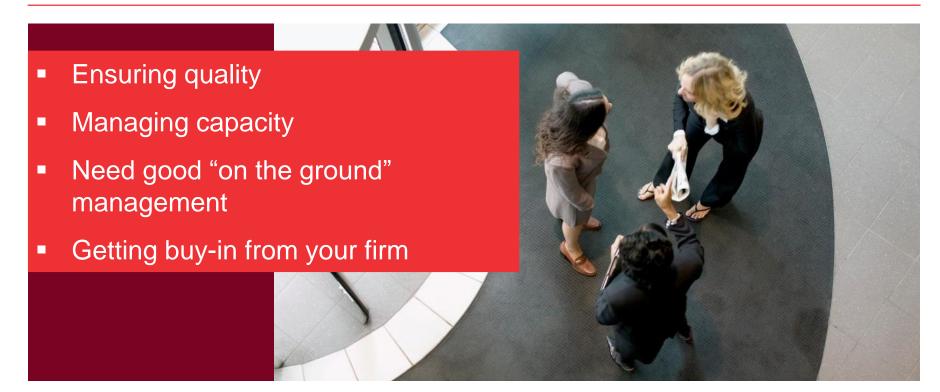
#### Offshoring/nearshoring

#### Which model is right for you?

- How sensitive are the tasks you wish to offshore?
- How important is control over staff, quality, etc?
- How important is flexibility of resourcing?
- How quickly do you need to get up and running?



### Addressing key challenges





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