



How to get the best out of your LPO

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Agenda

Planning for engaging an LPO in an in-house environment

How to make the most of “playbooks”

Using a “front door”

Lessons learned

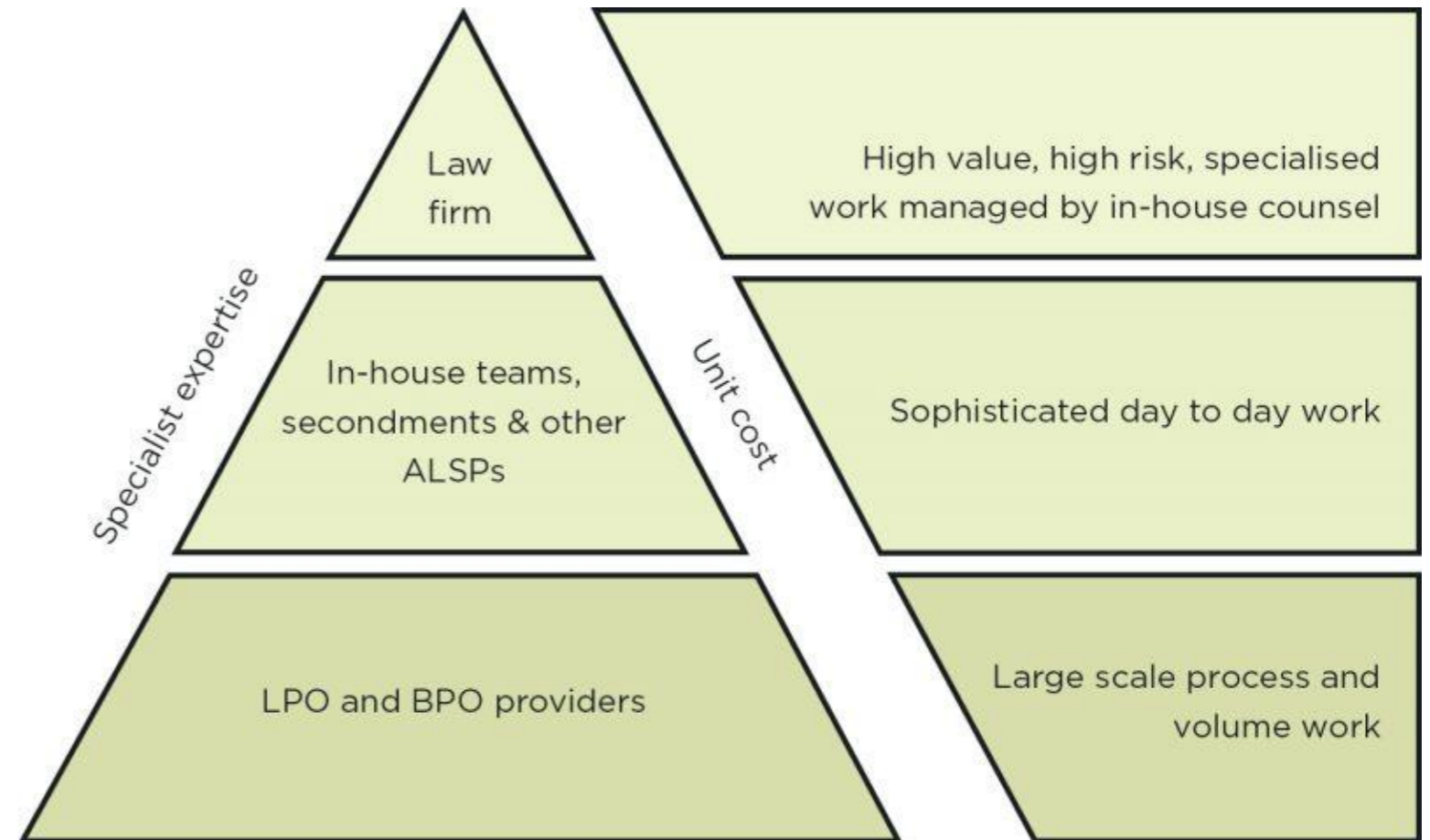
Questions/Discussion

Planning for engaging an LPO in an in-house environment

- What are you trying to achieve?
- Removing repeatable volume work?
- Reducing headcount/cost?

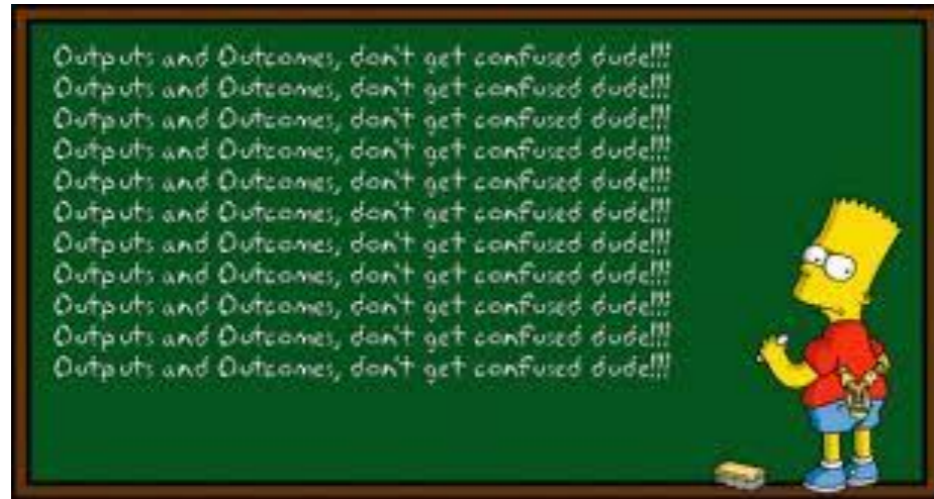


- Motivating staff?



Planning for engaging an LPO in an in-house environment

- Do you want outputs or outcomes?



- Do you want a “body shop”?



How to make the most of “playbooks”

- Reduce need for human specialism
- Allow for effective cross training
- Can assist in demand management
- Need to be constantly revised/updated
- Don't underestimate initial effort required!



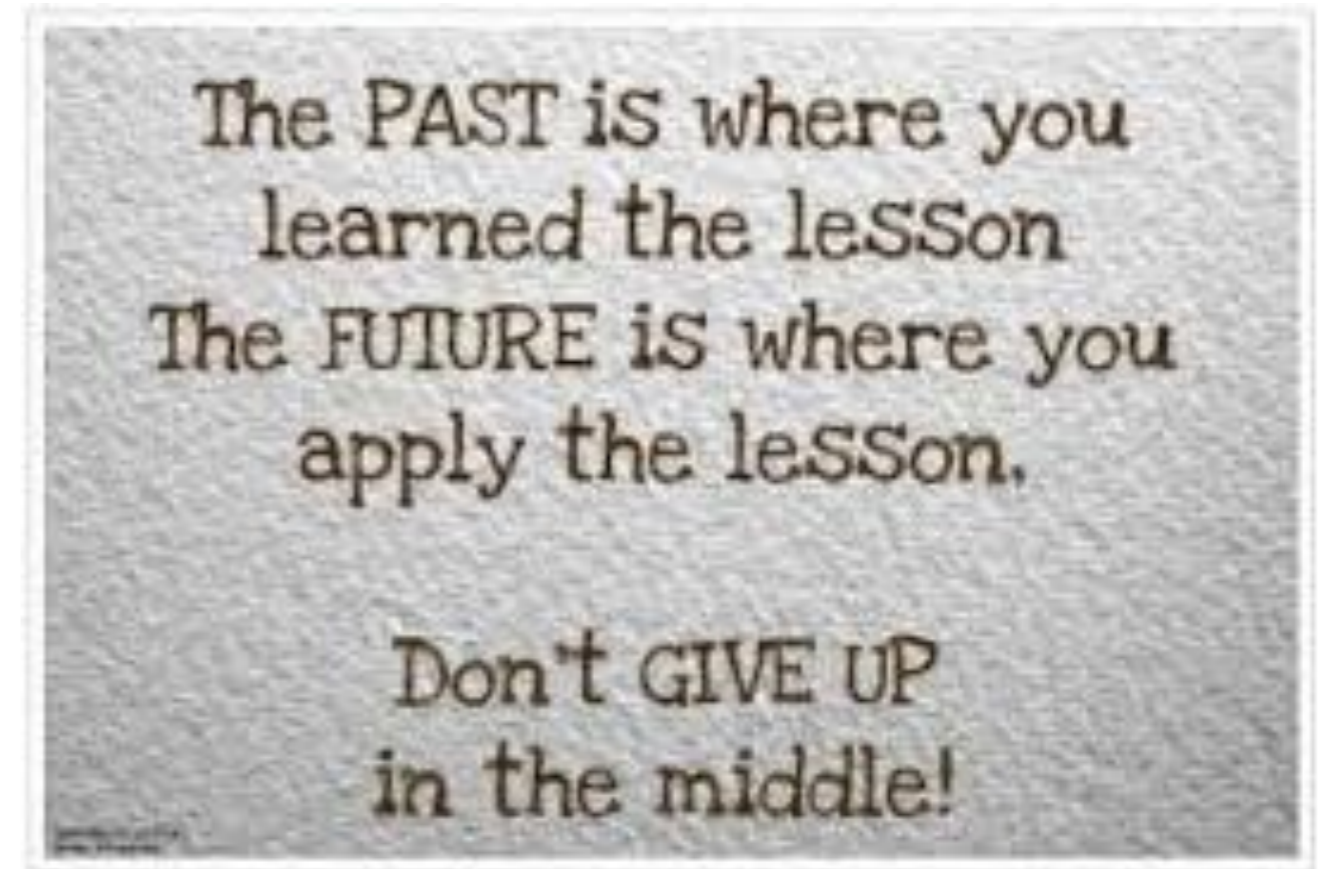
Using a “front door”

- Allows you to measure demand/volume
- Assists with triage
 - > Can LPO do the work?
 - > Does it come back to the in-house team?
- Encourages the business to consider what they need
- Does auto triage work?



Lessons learned?

- > Don't underestimate initial efforts required
- > Invest time in the relationship
- > Agree realistic measurable KPIs/SLAs
- > Support your LPO partner
- > Have regular checkpoints



Questions/Discussion?