

managing risk



delivering value

Op2i

Outsourcing

Champion Training

Overview

A business improvement firm specialising in outsourcing



Overview of Op2i

Op2i is a business improvement firm specialising in outsourcing. We offer advisory, training, project management, governance, arbitration and mediation services throughout the outsourcing lifecycle.

Op2i value

- We have experienced outsourcing practitioners & process consultants: with deep consulting, operational and business experience within outsourcing – from both client and supplier perspectives.
- We help you 'make it happen' - combining advisory and implementation services.
- We have several lateral partnerships that, together, offer a broad set of services across various functions of a company.

Op2i approach – we understand the outsourcing lifecycle

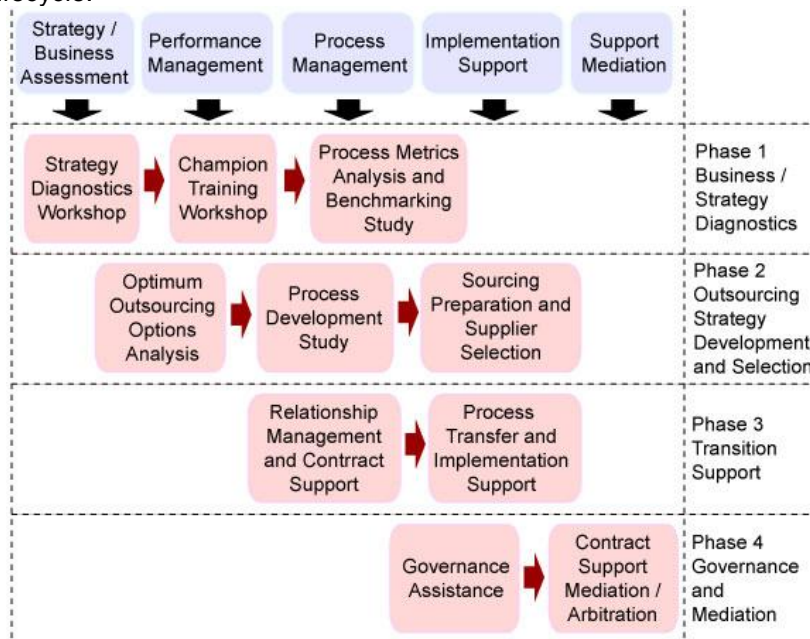
We help businesses uncover and realise opportunities to improve performance that ultimately increase profitability and competitiveness.

As part of this analysis, we not only identify functions and processes which could be outsourced to deliver better value to the business, but also identify opportunities for internal improvements.

Whilst we are flexible in how we address a client's particular requirements, we follow a generic, structured approach.

This is based on the principle of allowing businesses to take advantage of investment opportunities in outsourcing / offshoring, at manageable levels of risk, and often within tight budgetary constraints.

Our phased approach allows clients to benefit from advisory and implementation services wherever they are in the lifecycle.





Op2i Championship Training

Op2i have developed an intensive 1 day workshop dedicated to:

- a) Equipping the champions of an outsourcing programme with the information and tools needed to lead the process of outsourcing within their organisation; and
- b) Equipping suppliers of outsourcing services to better understand the buying decision making model, customer perceptions of risks, and the vendor selection process.

It covers the A to Z of outsourcing, from priming attendees on outsourcing and general drivers and trends in the industry to the development of a high level business case for outsourcing.

The course content includes;

An outsourcing primer	What is outsourcing? Core competences and outsourcing choices The outsourcing lifecycle
Getting internal approval	Getting internal commitment Developing the business case
Process mapping and SLAs	Process mapping SLA setting
Selecting an outsourcing Vendor	Vendor search – RFP process Evaluation criteria Vendor selection
Contracting	Contract formation – legal issues Data protection IP
Change management	Transition planning – change management Risk management Implementation
Governance	Relationship management Governance structures Enforcement / escalation / performance management Arbitration /mediation Exit management and transition out

The course is designed to be interactive and encourages participants to learn from experiences from not only the course experts but also from course attendees. Delegates are required to participate in exercises which internalise the learning outcomes to their particular company.



Course outcome

Having completed the course, delegates will:

- understand the outsourcing lifecycle
- identify what is core and non-core to their business
- have the tools required to identify processes and select those for outsourcing
- develop a business case for outsourcing and understand the decision making models
- plan an outsourcing programme
- understand key considerations for supplier selection
- understand key legal and contract considerations
- identify critical process transfer and transition issues
- develop risk and change management initiatives
- understand key factors for a good governance structure

Course delivery

This course will be delivered as a multiple client course.

The course can be delivered at a single client location with delegates from different parts of the organisation, or can be delivered offsite for multiple client participation.

A minimum number of delegates is required for the course to be delivered successfully:

- Normally for a single client course, a minimum of 4 participants from different parts of the business would be required and the course has an upper limit of 12 participants.
- Normally for a multiple client course, a minimum of 8 participants would be required and the course has an upper limit of 12 participants.

Course fees

- The course fees vary between £399 and £799 per delegate depending on the number of delegates in attendance. The number of delegates attending from your company, previous courses attended, any discount status your business may have with Op2i and any sponsorship that may have been provided for the course may alter the course fee. Delegates will need to make their own travel and accommodation arrangements.

Next Steps

If you are interested in the course please contact us to discuss further.

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Contact

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