Introducing "ToolsMAP"

An Initiative of the IAOP
Tools & Technology Innovation Chapter

October 25, 2010

Dr. Beena George
Associate Professor – St. Thomas University
Co-Chair – IAOP Tools & Technology Innovation Chapter

Symposium – Afternoon Agenda

Time	
11:50 am – 12:45 am	**Complimentary Lunch – Symantec Cafeteria**
12:45 am – 1:00 pm	**Introduction of ToolsMAP – Framework for Requirements & Capabilities** Dr. Beena George, Associate Professor, St. Thomas University & Co-Chair Tools & Technology Chapter *ToolsMAP is a strategic framework designed to capture and represent the depth and breadth of user requirements & currently available tools provider capabilities. We will briefly review the current release of ToolsMAP.*
1:00 pm – 2:00 pm	**Tools Provider Capability Reviews – Room A** *15-20 Minute Highlights Of The Key Functionality & Differentiating Capabilities of Leading Tools Providers*

Mark Chroscielewski	Jeff Krynski	Gary Oliver	Arijit Sengupta
CEO	Director, Governance	CEO	CEO
Prodyx	Services & Product	Blazent Software	BeyondCore, Inc.
	Development		
	TPI		

Time	
2:00 pm – 2:10 pm	**Afternoon Coffee Break**
2:10 pm – 3:00 pm	**User Case Studies – Breakout Sessions – Rooms A**
	Collective Brands, Inc. **Sahal Laher, CIO PLG Group** *How the use of dashboards and other tools & technologies are enabling improved outsourcing governance.*
3:00 pm – 3:10 pm	**Afternoon Coffee Break**
3:10 pm – 4:10 pm	**Tools Provider Capability Reviews – Room A** *15-20 Minute Highlights Of The Key Functionality & Differentiating Capabilities of Leading Tools Providers*

Mike Beals	Mike Wind	Kevin Parikh	Nipun Sehgal
VP, Software	President	CEO	CEO
EquaSiis – an EquaTerra	Sourcing Gurus, a Systems	*Avasense, an Avasant Company*	Enlighta, Inc.
Company	Plus Company		

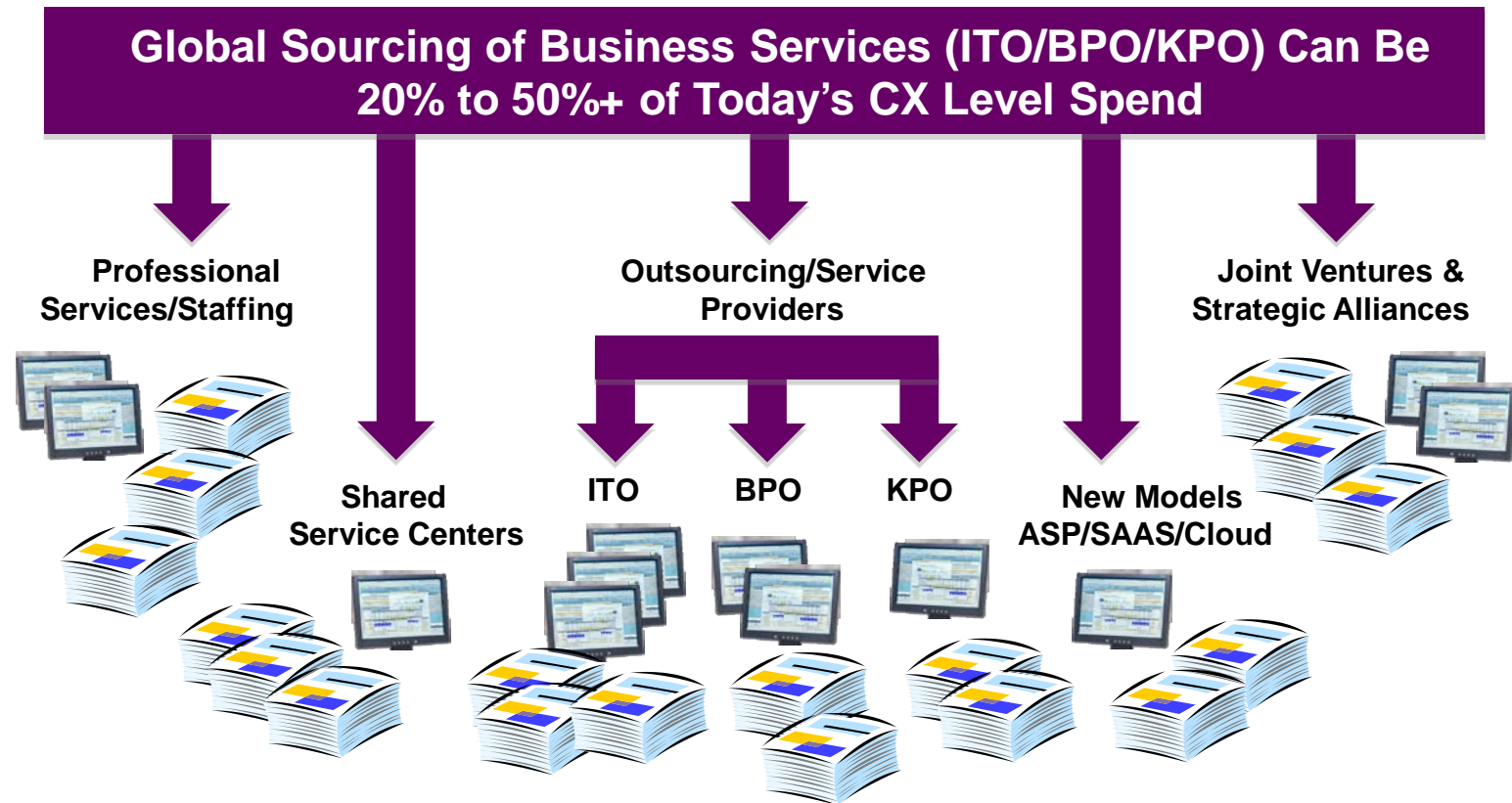| Time	
4:15 pm – 4:30 pm	**Closing Comments & Symposium Recognition – Room A**
4:30 pm – 6:00 pm	**Tools & Technology Networking Reception & Exhibition Session – Room A** **Complimentary For All Attendees** *The Tools & Technology Providers will be further discussing an demonstrating their tools and technologies while the attendees network in an open and cordial environment. Complimentary appetizers, beer and wine will be provided.*

What is the ToolsMAP?

- A catalog of publicly available Sourcing Relationship Management (SRM) tools and technologies from leading next generation tools providers

- Represents the capabilities of these leading tools & technologies providers "mapped" against the requirements of the outsourcing user community (both customers and service providers)

- Built off a multi-dimensional model incorporating best practices and insights from Sourcing Relationship Management (SRM)

These Global Sourcing Relationships Have Typically Developed As A Series Of One-Off Deals Or Transactions

Global Sourcing of Business Services (ITO/BPO/KPO) Can Be 20% to 50%+ of Today's CX Level Spend

Professional Services/Staffing

Shared Service Centers

Outsourcing/Service Providers

ITO **BPO** **KPO**

New Models ASP/SAAS/Cloud

Joint Ventures & Strategic Alliances

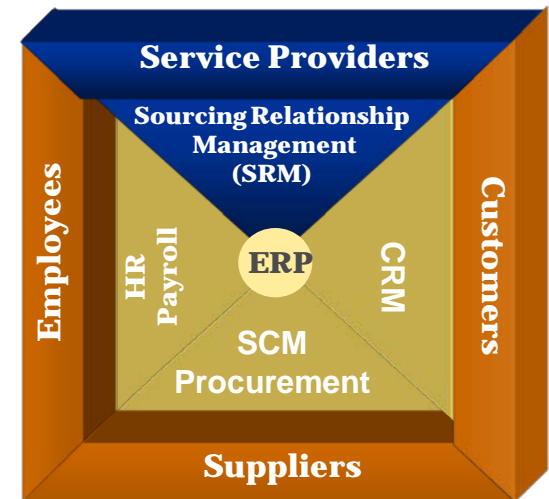*"All of this translates into supplier provided portal-mania and customers drowning in excel spreadsheets…resulting in outsourcing customers managing in the rear-view-mirror with too little transparency and understanding of real-time Business Value"*

We Presented An Overall Framework for Defining Value in Outsourcing Relationships

The Global Outsourcing Life-Cycle

IDEA	ASSESSMENT	IMPLEMENTATION	TRANSITION	MANAGEMENT

SOURCING RELATIONSHIP VALUE FRAMEWORK™
- SERVICE QUALITY
- FINANCIAL
- CAPABILITIES
- GOVERNANCE
- RISK/COMPLIANCE

Framework For Business Value

Service Providers
Sourcing Relationship Management (SRM)
Employees — HR Payroll — ERP — CRM — Customers
SCM Procurement
Suppliers

Areas of Key Value

Financial	Capabilities	Service Quality	Risk & Compliance	Governance
- Better managed &/or reduced costs - Revenue growth - Improved margins - Improved asset utilization/balance sheet performance - Access to new markets	- Provide access to required talent/skills - Improved flexibility - Improved ability to be responsive/scalable - Improved adaptability - Access to best practices	- Defined SLA's with accountability - SLA's performance - Quality of resources - Low turnover & high retention rates - Continuous improvement & innovation	- Defined risk profile - Processes to identify monitor, mitigate & report on risks status - Periodic Non- SLA compliance reviews - Global compliance - DR & Contingency Plans	- Clear RACI models - Processes for issue management/escalation - Business case & value realization & reporting - Transparency into supplier operation - Competitive T's & C's

> "Optimizing the balance of business value in outsourcing relationships requires a framework and supporting tools/technologies for defining, measuring and communicating the business value expected and achieved to all the key stakeholders in an outsourcing relationship." *Michael Corbett, Chairman – IAOP*

ToolsMAP – An IAOP Tools Chapter Initiative
Rubrics Cube of Sourcing Tools & Technologies

By Industry

By Type of Outsourcing

"ToolsMAP V1" is Available Now

By Stage of the Outsourcing Life-Cycle

The cube (By Type of Outsourcing):
- KPO
- BPO (Call Center)
- BPO (Transactional)
- ITO (Applications)
- ITO (Infrastructure)
- Financial
- Service Quality
- Capabilities
- Governance
- Risk/Compliance

Cube side labels: Idea, Assessment, Implementation, Transition, Management

By Area of Outsourcing Value

The Global Outsourcing Life-Cycle

IDEA	ASSESSMENT	IMPLEMENTATION	TRANSITION	MANAGEMENT

SOURCING RELATIONSHIP VALUE FRAMEWORK™ (star):
- SERVICE QUALITY
- CAPABILITIES
- FINANCIAL
- GOVERNANCE
- RISK/COMPLIANCE

Framework For Business Value

Service Providers — Sourcing Relationship Management (SRM) — Employees — HR Payroll — ERP — CRM — Customers — SCM — Procurement — Suppliers

Areas of Key Value

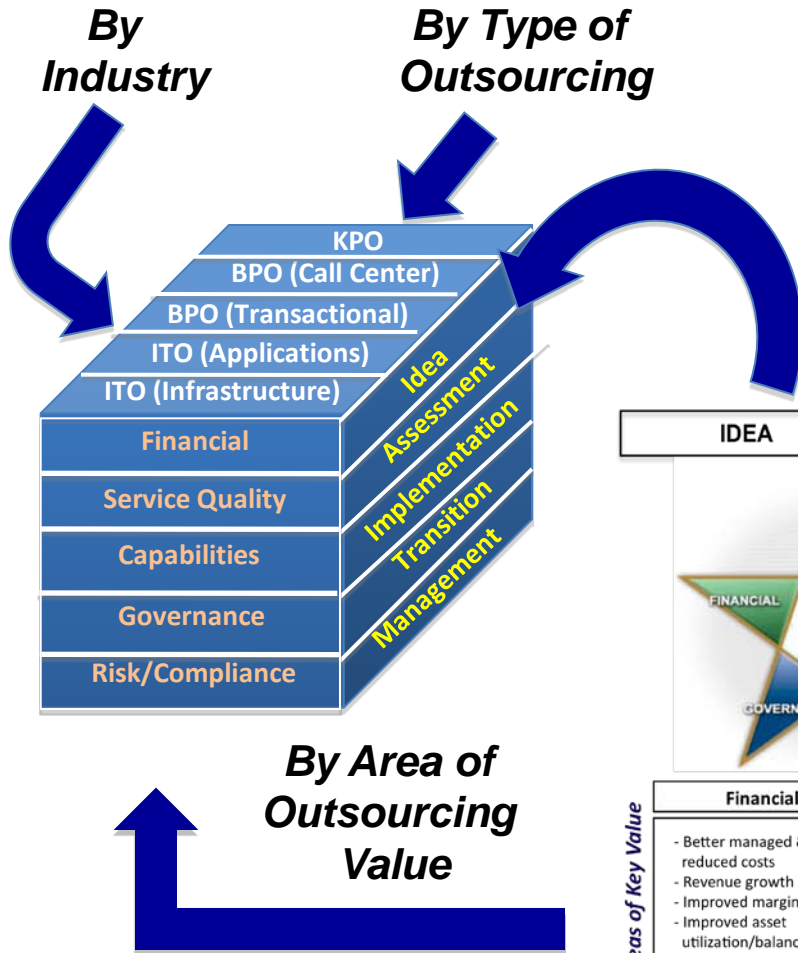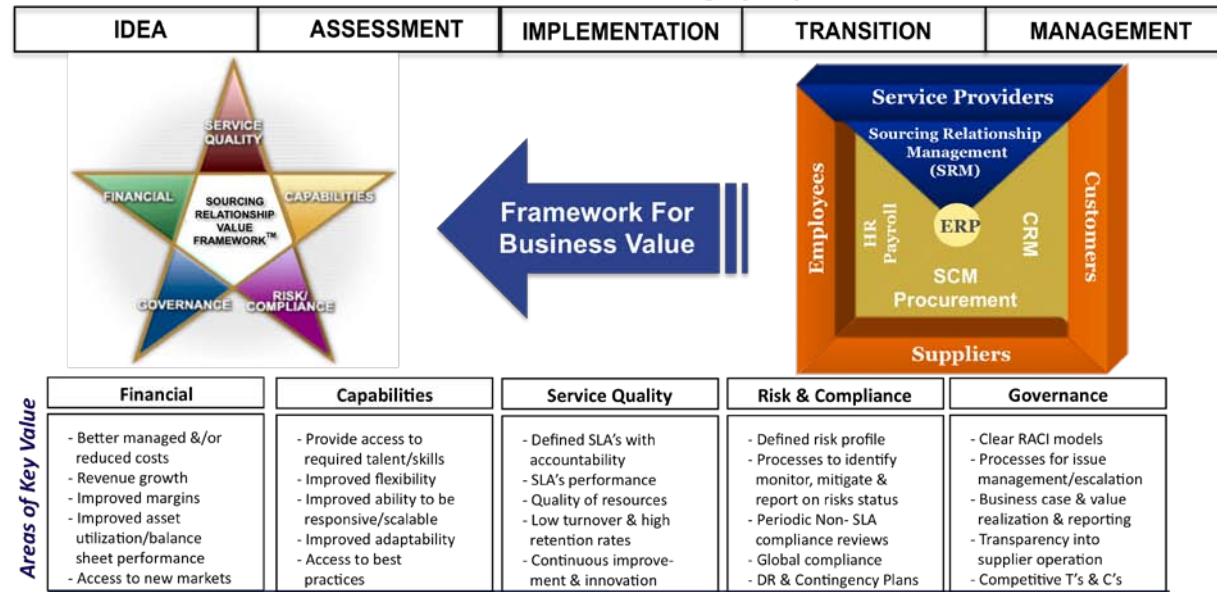| Financial	Capabilities	Service Quality	Risk & Compliance	Governance
- Better managed &/or reduced costs - Revenue growth - Improved margins - Improved asset utilization/balance sheet performance - Access to new markets	- Provide access to required talent/skills - Improved flexibility - Improved ability to be responsive/scalable - Improved adaptability - Access to best practices	- Defined SLA's with accountability - SLA's performance - Quality of resources - Low turnover & high retention rates - Continuous improvement & innovation	- Defined risk profile - Processes to identify monitor, mitigate & report on risks status - Periodic Non- SLA compliance reviews - Global compliance - DR & Contingency Plans	- Clear RACI models - Processes for issue management/escalation - Business case & value realization & reporting - Transparency into supplier operation - Competitive T's & C's

"Optimizing the balance of business value in outsourcing relationships requires a framework and supporting tools/technologies for defining, measuring and communicating the business value expected and achieved to all the key stakeholders in an outsourcing relationship." *Michael Corbett, Chairman – IAOP*

Example Submission for the BPO Dimension (Transactional Area)

		Idea	Assessment	Implementation	Transition	Management
Financial	Business Case Development & Realization Reporting tools	**ToolCO BiZ Case Mgr.**				
	Financial Benchmarking tools					
	TCO modeling tools		**ToolCO TCO Mgr.**			
Capabilities	Operator aptitude tests				**ToolCO Operator Performance Mgr.**	
	Workflow tools					
	Integration tools					
Service Quality	Productivity improvement					
	Quality improvement				**ToolCO Quality Mgr.**	
	Quality control					
	Training tools					**ToolCO Training Mgr.**
Governance	Status Dashboards					
	Productivity monitor					
	Quality monitor / audit				**ToolCO Audit & Compliance Mgr.**	
Risk/ Compliance	Regulatory compliance tools					
	SLA compliance tools					**ToolCO SLA Mgr.**
	Security tools					

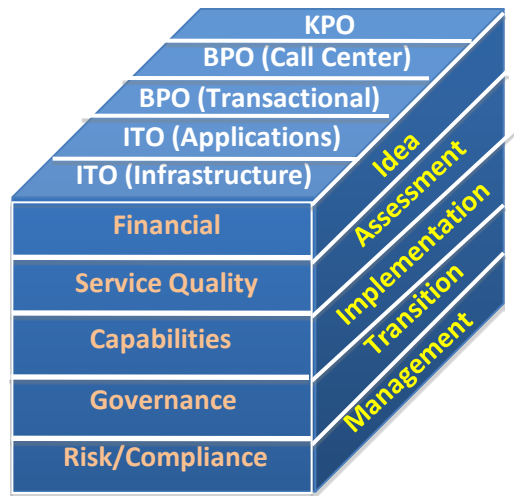Clicking the name will open a website page with product details and a link to the Tools Provider's product website

- BeyondCore

- Blazent Software

- Enlighta

- EquaTerra/Equasiis

- Expense Management Solutions

- Global Sourcing Optimization Services (GSOS) - VHCS

- Hiperos

- IAOP Certified Outsourcing Specialist – Transaction Processing (TP) *(formerly Operator Evaluator)*

- Janeeva

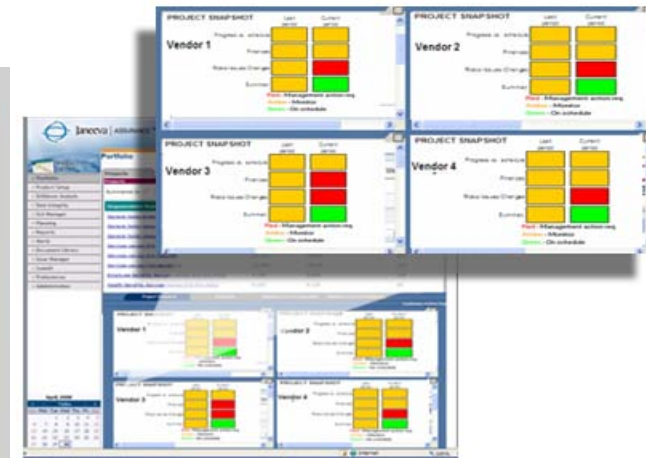- More To Come…..

ToolsMAP V2 – Future State

- **Enhanced Participation:**
  - Outsourcing users defining their requirements (both customers and service providers)
  - Outsourcing advisors sharing their insights and best practices
  - Outsourcing tools providers sharing their capabilities and innovations

- **Enhanced Granularity of Requirements and "Mapped" Capabilities**
  - Include ITIL & other best practices

- **Enhance Usability & Functionality**
  - Web-based interactive solution
  - User case studies & references

- **Annual Release – ToolsMAP V2 in Q1 2011**

Portfolio Management

"Outsourcing Service Providers &/or Customers are bringing Sourcing Relationship Management tools into play more frequently due to competitive pressures & complex relationships."

June 2008
Outsourcing Journal
(adapted)

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