“Socially Responsible Outsourcing: Doing Good While Doing Well”

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Robert Williams is a senior commercial banking and investment services executive with 30 years of experience, focused heavily on Asia Pacific and Latin America. His expertise centers on creating and managing strategically focused, multi-market businesses and in structuring and managing alliances, joint ventures and projects. He has a strong track record in selecting, training and developing indigenous management, and he has extensive experience in consulting with governments in the Asia region on pension reform and capital market development.
Outsourcing myths?

- Outsourcing causes jobs to be “shipped” overseas
- Some foreign destinations have poor security
- Foreign firms have poorer quality
Our Responsibility

As outsourcing buyers and outsourcing providers, we have the responsibility to…

- To improve the public image of outsourcing
- To dispel these myths
- To prove that strong co-sourcing relationships benefit everyone
Co-sourcing can...

Create high quality, career-oriented and management level jobs in both client and provider locations

Allow client management and staff to develop a pragmatic view of how to properly deploy global resources

Minimize risk and enhance overall corporate risk management and compliance functions

Enhance cost control and quality of outcomes
Jobs?

Co-sourcing creates more high quality jobs

• Managerial-level jobs
• Career opportunities

Created in both home and offshore locations

• China receives work in the form of programming jobs
• The US side of operations receives more managerial jobs
Increased intercultural awareness

Successful co-sourcing engagements require intercultural awareness
- Same words can have different meanings
- Cultural understanding is necessary for communication

Employees can interact with different cultures
- Learn a little about a new language
- Understand a different culture

Both sides of operations gain a greater world view
- Chinese employees understand more about American life
- Americans get to learn about Asian culture and business practices
Dedication to security

Outsourcing firms are continually improving security guidelines to compete for clients.

Major outsourcing firms in China take security very seriously, and they proceed with CMMI and ISO security standards as in the West.
The need for good quality

Strong PMO function minimizes surprises and enhances overall project predictability, including costs.

Entire teams consistently collaborating are necessary to maintain quality.

Utilization of different testing environments both offshore and onshore is vital.
To summarize

The myths behind outsourcing are just those: myths.

Strong, collaborative co-sourcing relationships are beneficial for everyone.

Good outsourcing creates jobs, improves international awareness, increases security and emphasizes quality.