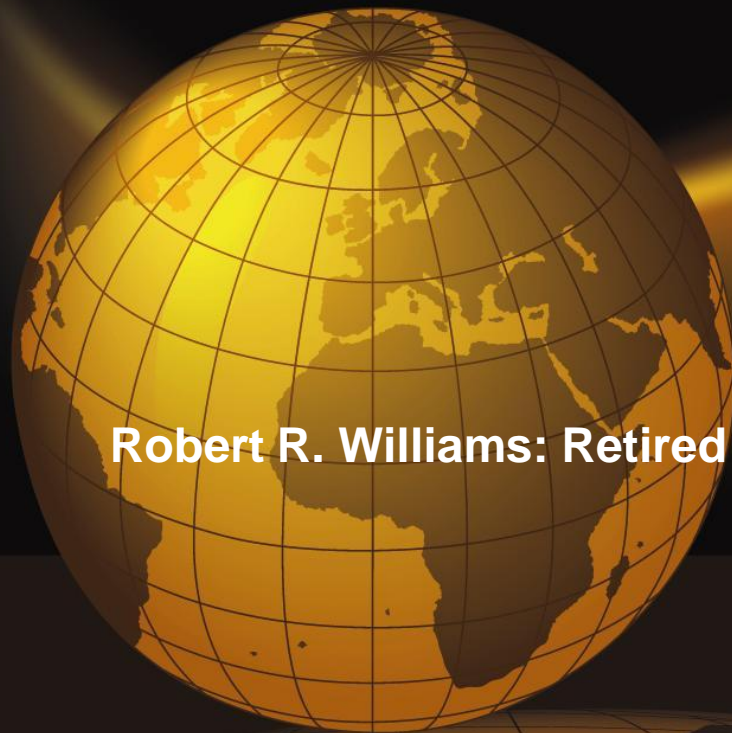
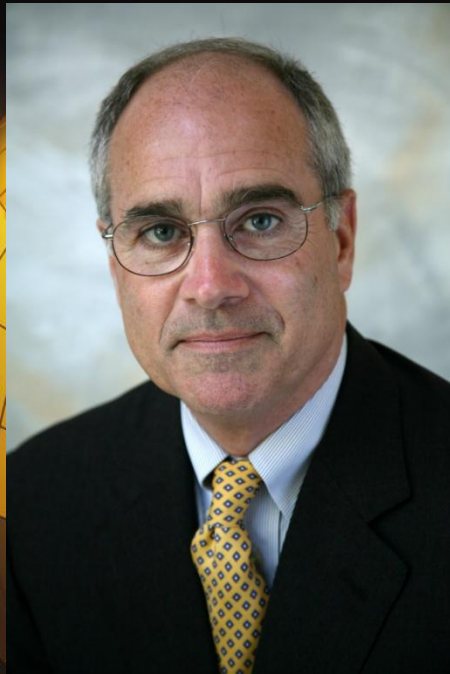


**“Socially Responsible Outsourcing: Doing Good  
While Doing Well”**



**Robert R. Williams: Retired Executive Vice President, Asia Pacific/Latin  
America Divisions, State Street Corporation**

# The 2009 Outsourcing World Summit®



Robert Williams is the Chairman of the Board of Inigma Hengtian, a joint venture between State Street and China-based Inigma Technology.

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

# Why Co-Sourcing?

## 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