

Presented by



INTERNATIONAL ASSOCIATION OF  
OUTSOURCING PROFESSIONALS

# The 2006 Outsourcing World Summit®

February 20-22, 2006 • Disney's Contemporary Resort • Orlando, Florida

## **GAIN INSIGHTS FROM WORLD-RENNED SPEAKERS AND TOP PRACTITIONERS**

**Michael F. Corbett**, Executive  
Director, IAOP & Conference Chair

**Tom Davenport**, one of the world's  
top 25 consultants

**Chris Disher**, Vice President, Booz  
Allen Hamilton

**Oren Harari**, Business Expert &  
Visionary

**Pramod Bhasin**, President & CEO,  
Gecis Global

...and others!

**8 IN-DEPTH EDUCATIONAL  
TRACKS** address the hottest issues  
and most current topics in the world of  
outsourcing

**Outsourcing Strategies to Maximize  
Your Company's Potential**

**Latest Models for Designing Deals  
that Deliver**

**Managing the New Global  
Corporate Ecosystem**

**Expanding the Outsourcing  
Professional's Tool Kit**

**Case Studies in Outsourcing  
Leadership**

**What You Don't Know About  
Offshoring**

**For Providers: What the Winners  
are Doing and Why It's Working**

**PLUS A BONUS SPECIAL TOPICS  
TRACK!**



# LEADERSHIP BY DESIGN

REGISTER ONLINE AT [WWW.OUTSOURCINGPROFESSIONAL.ORG](http://WWW.OUTSOURCINGPROFESSIONAL.ORG)



INTERNATIONAL ASSOCIATION OF  
OUTSOURCING PROFESSIONALS

### The International Association of Outsourcing Professionals

(IAOP), the field's first truly global professional membership organization, helps companies increase their outsourcing success rate, improve their outsourcing ROI, and expand the opportunities for outsourcing across their businesses.

Along the way, IAOP is also building the largest, most active global network of individuals involved in outsourcing, setting the de facto standard for expertise and professionalism, and shaping the future of the field and of the industry.

### Benefits of IAOP Membership Include:

- Access to Outsourcing Professional Body of Knowledge
- Immediate Global Peer-to-Peer Networking
- Attend special events at The Outsourcing World Summit® - IAOP's annual meeting
- Professional Standards & Certification
- Professional Recognition & Support

### Join IAOP and Be Part of the Revolution!

For more information on IAOP Membership, visit  
[www.OutsourcingProfessional.org](http://www.OutsourcingProfessional.org) or call  
Member Services at 845.452.0600 ext.  
110.



## LEADERSHIP BY DESIGN

In its ninth year, and attended over that time by thousands of customer executives from around the world, The Outsourcing World Summit® is the field's most influential and highly respected conference. The 2006 installment, taking place February 20-22, 2006 at Disney's Contemporary Resort, Orlando, Florida, is no exception. The industry's elite, including the global membership of the International Association of Outsourcing Professionals, will gather for an unparalleled experience in knowledge sharing, professional learning, and relationship development.

Each year, the Summit picks a single theme to help integrate and focus the wide-range of topics covered. This year's theme is leadership - leadership in outsourcing; leadership not by accident, but by design. With outsourcing professionals now taking charge in almost 60 percent of the cases for the design and implementation of their companies' outsourcing process, the field needs, more than ever before, to develop leaders with the experience, vision, and execution know-how to deliver exceptional results.

The Summit helps develop these leaders through a great lineup of keynote speakers combined with educational tracks that dig deeper than ever before into every facet of the outsourcing process. Professional development is provided with sessions in the key areas of outsourcing project management, negotiating, benchmarking, and the use of technology to improve outsourcing outcomes. Finally, practical, real-life experiences and new ideas are presented by customer executives from companies such as Hoffmann-La Roche, Sara Lee, Fidelity, and many others.

Just as important as the sessions themselves is the unique opportunity for outsourcing professionals and practitioners from around the world to gather in what has become one of the most open, thought-provoking, and forward-thinking venues on outsourcing available anywhere.

### Pre-Conference Educational and Networking Opportunities

#### Sunday Afternoon, February 19

Arrive early and take advantage of in-depth classes on emerging topics, including: the latest legal issues in outsourcing, effectively managing employee transition to an outsourced environment, and (for providers) how to launch a successful outsourcing business.

Additionally, the International Association of Outsourcing Professionals (IAOP) will offer its "Certified Outsourcing Professional (COP) Preparation Class," where you can learn the requirements and steps for earning worldwide recognition as a certified professional in your field.

Classes are offered from 1:00 to 4:30 PM on Sunday, February 19th and are repeated on Wednesday, February 21st. Session details and pricing available shortly.

#### Monday Morning, February 20

Back by popular demand is the Summit's "Meet the Experts" Program. These individualized, one-on-one sessions with select Summit faculty are an unmatched opportunity for delegates to get their questions answered and opinions shared with top practitioners from across the field. In 2004, 46 delegates participated in the program to rave reviews. Thirty-minute sessions are scheduled on a first-come, first-served basis beginning from 8:30 am until noon.

As part of IAOP's ongoing program of networking and professional development, many of its chapters will hold their annual meetings at The 2006 Outsourcing World Summit. IAOP Chapters are organized by geography, industry, and special interest group. For a full list of IAOP chapters visit [www.outsourcingprofessional.org](http://www.outsourcingprofessional.org). Contact IAOP or the chapter chair to find out if a chapter is planning to hold a meeting at the Summit. Chapter meetings can only be attended by IAOP Members.

## Early Registration Champagne Welcome

### Cocktail Receptions and Breakfasts

Join fellow delegates from around the world in enjoyable social gatherings presented in the Outsourcing World Summit's Exhibition Hall.

### The popular "Topical Tables Luncheon"

Network, exchange ideas, recap what you've learned with fellow delegates or just relax and unwind at the 2006 Summit's final all-delegates function.



### Outsourcing Hall of Fame Awards Luncheon in association with Fortune® Custom Projects

Join your fellow delegates for an exceptional social and networking event as the International Association of Outsourcing Professionals (IAOP) inducts the first-ever members of the Outsourcing Professional Hall of Fame.

Presented by IAOP in association with Fortune Custom Projects, the Outsourcing Professional Hall of Fame recognizes outstanding professionals for their career-spanning contributions to the advancement of outsourcing as a management practice and for their personal commitment to excellence and the very highest professional standards.



**Private Golf Outing** - Disney World is known for golf! Don't miss it!

**PLUS additional IAOP Members Only networking events!**

## Outsourcing Professionals: Creating the Future

**Michael F. Corbett, Executive Director, IAOP & Conference Chair**



*Mike Corbett is Executive Director of the International Association of Outsourcing Professionals (IAOP) and author of "The Outsourcing Revolution: Why It Makes Sense and How to Do It Right" which has been called "the definitive work on outsourcing."*

Along with the outsourcing professional's increasing influence as both architect and implementer of their company's global corporate ecosystem comes an enormous responsibility to not only lead the change agenda, but to ensure consistently superior results. Mike Corbett leverages his 15-plus years of experience on the leading-edge of outsourcing as a management discipline together with the collective wisdom of the global membership of IAOP to map out a comprehensive program for outsourcing professional development - a program benefiting not only these professionals but the organizations they are part of.

## The Process of Outsourcing Processes

**Thomas H. Davenport, one of the world's top 25 consultants (Consulting Magazine)**



*Tom Davenport holds the Distinguished Chair in Management and Information Technology at Babson College. Tom has written or co-authored nine best-selling business books.*

Tom Davenport-who wrote the first article and book on business process reengineering more than a decade ago-will describe what it means to manage outsourcing initiatives in process terms. He will discuss process-oriented outsourcing from the standpoint of both domestic and offshore relationships, as well as provide some of the few shining examples of process-oriented outsourcing and the companies that undertook them. He'll describe what process standards, which are emerging in many industries and business domains, will mean for the future of outsourcing, its customers, and its providers.

## Pioneering the Way Forward

**Pramod Bhasin, President & CEO, Gecis Global**



*Under Pramod's leadership, GE pioneered the business process services industry in India, China and Europe. Prior to the Gecis restructuring, he was a GE officer with a career of over 25 years and has worked in RCA and GE in a variety of roles.*

Through his work at GE and now as President & CEO of its outsourcing spinout, Gecis Global, Pramod has gained an exceptional understanding of what it means to leverage process centrality, quality, and a global footprint into exceptional returns for shareholders. He shares his exciting, personal vision for the Corporation of the FutureSM and how global sourcing and process reengineering will define it.

## It's the Innovation, Stupid!

**A panel discussion chaired by Michael F. Corbett**

Just about every customer you talk to lists innovation as the top missing element in their outsourcing relationships - even those relationships that they rate high for meeting all of the cost and service level objectives initially set. Join Mike Corbett and a panel of customers, providers, and advisors as they explore outsourcing's most important, yet most difficult to capture value element - sustained innovation.

## Next Generation Outsourcing

**Chris Disher, Vice President, Booz Allen Hamilton**



*Chris is a VP and is the managing partner of Booz Allen Hamilton's Global Outsourcing Advisory Service. With over twenty years of consulting experience, Chris specializes in organization and technology strategies that enable step-change improvement in business performance.*

As outsourcing has gained acceptance, companies are faced with a myriad of myths - generally popularized by various stakeholders in the process. Chris Disher of Booz Allen Hamilton presents the building blocks, processes and tools of an operating model for making outsourcing part of the DNA of a company.

## Outsourcing Professionals as Architects and Implementers

Mike Corbett leads an energetic and insightful panel discussion on the future of outsourcing professionals in today's global corporate operations. Find out how outsourcing professionals are enhancing their organizations and their own careers by developing the infrastructure and expertise it takes to lead their companies toward the future of business.

## How You Can Become an Outsourcing Leader

**Oren Harari, Business Expert and Visionary**



*An incredibly popular speaker and author, Oren's energetic, dynamic presentations excite and challenge audiences around the world with insight, humor and knowledge. The Financial Times has cited Oren as one of the "Top 40 Business and Management Minds in the World."*

Drawing from his upcoming book on "break from the pack" market leaders, Oren explains why companies will increasingly seek outsourcing experts to help shape their corporate strategies. He will also describe what you as that expert should do to help build your own outsourcing business within your company while simultaneously helping top executives build competitive advantage for the firm as a whole.

## Outsourcing Strategies to Maximize Your Company's Potential

*The latest techniques for managing the strategy phase of the outsourcing lifecycle.*

- **Market Analysis Update** Michel Janssen, Managing Research Director, Everest Group
- **Evolution and Revolution of Transformational Outsourcing** Shishir Babu, Senior Vice President and Chief Operating Officer, Asia-Pacific--Sara Lee Branded Apparel
- **Managing Outsourcing Risks to Ensure Improved Performance** Rick Julien, Executive and Phil Franz, Executive, Crowe Chizek
- **The Strategy of Outsourcing** Anil Kaul, Principal, Booz Allen Hamilton



## Latest Models for Designing Deals that Deliver

*The latest techniques for managing the implementation phase of the outsourcing lifecycle.*

- **Implementation: The Name of the Game** Abe Eshkenazi, Managing Director, American Express
- **Contracting for Success, Not Failure** David Barrett, Partner & Head of Technology and Outsourcing and Peter Brudenall, Partner, Simmons & Simmons
- **Innovative Outsourcing Deal Structures that Change the Rules and Unlock Value** Ben Trowbridge, Managing Partner, Alsbridge

## Managing the New Global Corporate Ecosystem

*The latest techniques for the management phase of the outsourcing lifecycle.*

- **A Proven Framework for Governance, Operational and Relationship Management** Jean-Francois Poisson, General Manager -- Contract Management, Bell Canada
- **Intercompany Cooperation in the Quality Management and Risk Management of Service Providers** Dr. Brian O'Neill, Global Head CQA External Alliances, F-Hoffman-LaRoche Ltd.
- **Managing Software Development in a World of Mergers and Acquisitions** A.B. Maynard, President, Agilocity and Mike Harris, SVP Software Development, Fidelity Info Services
- **Annual Compliance Reviews Ensure Outsourcing ROI** Chris Malone, Director Contract Compliance Review, Expense Management Solutions

## Expanding the Outsourcing Professional's Tool Kit

*This track focuses on the skills, processes, and technologies outsourcing professionals need to effectively lead within their organizations and across the boundaries of the businesses involved.*

- **Outsourcing Processes, Tools, Skills - The Right Stuff** Danny Ertel, Partner, Vantage Partners
- **Successful Outsourcing the Six Sigma Way** Paul O'Brien, Senior Manager, Finance & Performance Management, PwC Ireland
- **Contract Management: A Core Competence?** Tim Cummins, Executive Director, International Association for Contract & Commercial Management (IACCM)
- **Using the Balanced Scorecard to Define Outsourcing Outcomes** Barnaby Donlan, Manager, Balanced Scorecard Collaborative



## Case Studies in Outsourcing Leadership

*A showcase of the top case studies in outsourcing.*

- **Seeing Both Sides of the Outsourcing Coin** Robert Kane, Head of BPO Services, Mercator Dubai
- **Benefits of Near Shoring Your Information Technology Requirements** Kevin Bulmer, Senior Investment Officer, Atlantic Canada Opportunities Agency
- **A Gecis Global Case Study** VN "Tiger" Tyagarajan, Executive Vice President, Gecis Global

What You Don't Know About Offshoring

Dedicated to exploring the latest developments and emerging trends in offshoring.

- **Beyond Offshoring: The Emergence of Services Globalization** Atul Vashistha, CEO, neoIT
- **Exploding Popular Myths of Offshoring** Suresh Gupta, Partner and Worldwide Head of Sourcing Consulting Practice, Capco
- **On-Shore, Near-Shore or Offshore? The Debate Continues...** Linda Butts, North Dakota Department of Commerce, Flavio Grynspan, Brazil Outsourcing, and IAOP Corporate Members from Canada, China, Philippines, Russia and other emerging locations around the globe compare and contrast contemporary sourcing options.
- **Cutting Edge Strategies for Navigating Privacy and Data Security** Philip Porter, Partner; Robin Everett, Counsel; and Lori Jenkins, Partner, Hogan & Hartson LLP

For Providers - What the Winners are Doing and Why It's Working

Designed specifically for service providers, sessions share the latest approaches that can help them better support their customers and grow their businesses.

- **Market Myths & Realities** Jag Dalal, Principal, JDalal Associates
- **Value-Based Collaboration - New Business Development Strategies** Rennie Crabtree, President, Marketing Outcomes
- **Recent Trends in Outsourcing-Related Legislation** Neil Hirshman, Partner, Kirkland & Ellis, LLP
- **Best Practices in Outsourcing** Gopinath Ramakrishnan, Principal -- Business Solutions and Hariharasuthan G. B., Consultant -- Six Sigma, Satyam Computer Services Ltd.

Special Topics

A bonus track covering specific outsourcing areas, like DPO (document process outsourcing) and HRO (human resources outsourcing).

- **HR Outsourcing Dialogue: The Voice of the Buyer** David Rhodes, Principal, Towers Perrin HR Services
- **Outsourcing and Your Small Business** Gene Marks, President, The Marks Group PC and author of "The Idiot's Guide to Successful Outsourcing"
- **Document Process Outsourcing: Business Strategies for Successful Market Engagement** Holly Muscolino, Director, InfoTrends/Cap Ventures



In-Depth Training Programs

Take advantage of in-depth classes on emerging topics, including: the latest legal issues in outsourcing, effectively managing employee transition to an outsourced environment, and (for providers) how to launch a successful outsourcing business.

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Session details and pricing available shortly.

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*Disney's Contemporary Resort* reflects the legacy of Walt Disney's monumental vision. Step off the monorail into a gleaming metropolis exploding with bold colors and daring angles in a dazzling lakeside environment. Experience sweeping views, white-sand beaches, wide-open spaces and sensational style in this stunning Resort that offers every modern convenience and easy access to the *Magic Kingdom®* Park and Epcot®.

A limited number of rooms have been reserved at *Disney's Contemporary Resort* at the special group rate of \$200.00 per night. A small group of rooms has also been held at *Disney's Grand Floridian Resort* for the special group rate of \$265.00. Call group reservations at (407) 824-3869. Please identify yourself as attending "The 2006 Outsourcing World Summit."

## PLEASE REGISTER ME FOR THE 2006 OUTSOURCING WORLD SUMMIT:

### CONTACT INFORMATION

Name: \_\_\_\_\_  
Title/Position: \_\_\_\_\_  
Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Country: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Mobile: \_\_\_\_\_ Email: \_\_\_\_\_  
Do you have any special physical or dietary requirements? \_\_\_\_\_  
\_\_\_\_\_

### PAYMENT INFORMATION

- ☐ IAOP Member Registration Fee: \$1,350.00 **until 11/1/05** ~ \$1,750.00 thereafter  
☐ Non-Member Registration Fee: \$1,600.00 **until 11/1/05** ~ \$1,900.00 thereafter  
(The Summit fee includes access to all main sessions, educational track sessions, the Exhibition Hall, conference meals and select receptions.)

- ☐ Check Enclosed (please make payable to IAOP - US funds only)  
☐ Electronic Funds Transfer (banking details will be immediately faxed to you)

☐ Credit Card: \_\_\_ AmEx \_\_\_ VISA \_\_\_ MC

Name on Card: \_\_\_\_\_

Card Number: \_\_\_\_\_ Expires: \_\_\_\_\_

Signature: \_\_\_\_\_

I agree and accept that any cancellation penalties are charged to my credit card according to the published cancellation conditions.

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**OR REPLY BY MAIL, PHONE OR FAX TO:**

International Association of Outsourcing Professionals (IAOP)

Lexington Park, North Building, Suite B, 1133 Route 55, LaGrangeville, NY 12540

Phone: 845.452.0600 ext. 110 | Fax: 845.452.6988

Terms and Conditions: Space cannot be confirmed without payment or payment authorization. Name changes are gladly accepted at any time. Cancellations are charged a 25% fee up to 30 days in advance of program date, 100% thereafter and must be received in writing. See [www.outsourcingprofessional.org](http://www.outsourcingprofessional.org) for IAOP's privacy policy.

### SPECIAL OFFER

**Register by 9/30 and Receive  
One Free Room Night!**

Receive one complimentary room night\* at *Disney's Contemporary Resort* when you register for The 2006 Outsourcing World Summit and book your room for a minimum of two nights **by September 30th**. This offer is only available online at [www.outsourcingprofessional.org](http://www.outsourcingprofessional.org) or by calling the Registration Desk at 1.845.452.0600 ext. 110.

\*excludes taxes and other fees. Cannot be combined with any other offer.



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