

Outsourcing

Outsourcing Overview

Outsourcing is the transfer of ownership of a business process, function or service to a 3rd party company. It generally involves the transfer of a company's non-core activities to a specialist provider, which in turn allows a business to focus more on its core activities. Outsourcing is often undertaken under 2 broad headings; IT outsourcing (ITO) or Business Process outsourcing (BPO). Many large companies outsource services such as IT Support, Application Development and Maintenance, and IT infrastructure in the ITO space, and Call Centre Services, Finance, HR and Payroll in the BPO space.

Why Outsource?

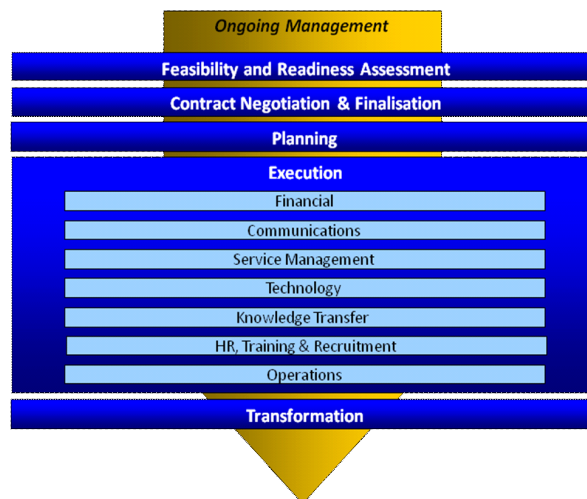
The decision to outsource is often made by a business with some specific goals in mind. These usually involve optimising time, profitability and efficiency, making more effective use of staff and IT, and improving competitiveness.

The main benefits to be derived from outsourcing arrangements include:

- Cost effective services and Increased efficiency
- Savings – across time, effort, infrastructure and man-power
- Access to specialised services
- Ability for business to focus on core functions
- Shorter time to market
- Control of budget
- Contractual agreement (linked to SLAs etc.)

Our Approach

We have a structured approach to delivering outsourcing projects for our clients which ensures all key components are considered for an effective and smooth service transition, illustrated below.

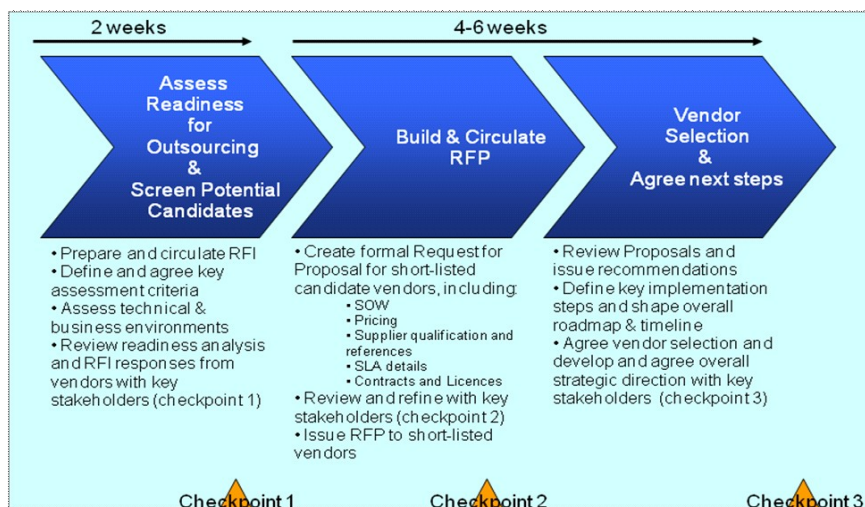


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Where do we start?

Curach Consulting have developed a short business driven diagnostic which helps assess the readiness of a business for outsourcing and assess potential candidate suppliers. Depending on the size and complexity of the service/function being outsourced this usually take 6 to 8 weeks.



As part of the readiness assessment, some broad factors should be considered, such as:

- organisational readiness to outsource the service and associated applications
- availability of appropriately qualified service providers
- feasibility of using offsite resources to support the service and associated applications
- complexity of the business functions, processes and applications in scope
- complexity of transitioning the service and applications to a third party

For Further information on the full range of the services that Curach provide call us on: 01-2459000

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