

# Outsourcing - TIPS & TRICKS



## ADVANTAGES

1. Access to experts
2. Flexibility
3. Improved focus
4. Access to new markets
5. Efficiency
6. Cost saving
7. New way of working



## CHALLENGES

1. Process in place
2. Data security
3. Performance measurement
4. Quality control
5. Expectations
6. Communication



## LESSON LEARNED

1. Communication
2. Flexibility
3. Scalability
4. Relationship & Relationship
5. Continues improvement
6. Measuring performance

## SELECTION CRITERIA FOR CHOOSING RIGHT PARTNER

COST

COMMUNICATION

FLEXIBILITY

EXPERIENCE

CULTURAL FIT

CAPABILITIES

REFERENCES