

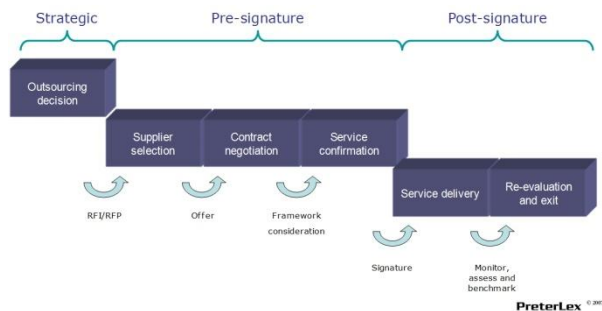
PreterLex

Independent expertise that helps both sides of outsourcing deal to develop and implement a contract and the necessary governance that benefits all parties

Establishing and retaining competitive and market advantage requires the organisation to respond effectively to competition and changing market conditions.

Outsourcing can support this, but only if the organisation understands those parts of the business that truly create competitive advantage.

Unbundling these and giving them to a third party must in itself become core competences, because outsourcing is a strategic mechanism that allows the organisation to focus its efforts and expertise constantly.



Outsourcing Lifecycle

PreterLex provides a comprehensive capability across the outsourcing lifecycle that

supports high performance outsourcing arrangements.

PreterLex is a team of international practitioners, very experienced across breadth and depth of the outsourcing lifecycle, and have:

- ❑ Contract experience from 1 to 60 countries (up to 925 subsidiaries) and up to \$1.2b lifetime contract value
- ❑ Experience of outsourcing across industry sectors including financial services, industrial gases, pharmaceuticals, FMCG, public services, utilities and oil
- ❑ Key roles in global standards setting organisations
- ❑ Established processes and methodologies to support outsourcing
- ❑ Tools that support all phases of outsourcing governance
- ❑ Empirically derived a starter set of outsourcing principles, governance processes and governance architecture views.

Services

PreterLex assures an independent capability between the client and the provider. This protects the client's interests and ensures that the outsourcing decision and implementation provide both parties with satisfactory strategic and operational alignment and financial and service value. This is achieved through:

- ❑ Strategic review of outsourcing, change management needs and execution of transition and transformation
- ❑ Assessing value of outsourcing, business change and business case
- ❑ Assisting and guiding the tender process and execution and provider selection management
- ❑ Developing the contract structure – including contract schedules and management handbook
- ❑ Planning execution of transition and transformation
- ❑ Defining and applying corporate governance principles to all outsourcing assignments.

Pre-signature

PreterLex ensures that the relationship between the client and the provider is clearly articulated and founded on best practice, and fills the gaps in the client's experience and skill sets through a proven capability to:

- ❑ Develop the contract for signature
- ❑ Define and agree SLAs, OLAs and all necessary architectures
- ❑ Develop operational processes
- ❑ Negotiate transitioning phase service and payment terms
- ❑ Establish operational team

- ❑ Articulate relationships and define interfaces between client and provider(s)
- ❑ Create transition and transformation plans
- ❑ Codify success, bonuses and penalties
- ❑ Facilitate consensus on defined responsibilities
- ❑ Outline and confirm governance architecture, processes and environment
- ❑ Establish Governance Steering Committee
- ❑ Monitor and feed back performance assessment and style of provide(s) via Governance Steering Committee
- ❑ Complete the signature process.

Transition

During the handover, i.e. movement of staff and services to the provider, and to ensure that the client transfers only what is necessary and expects from the provider what is sufficient and required to ensure a mutually beneficial relationship, **PreterLex** will:

- ❑ Liaise with HR on staff retention and transitioning
- ❑ Identify key knowledge and skills for retention, acquisition or transition
- ❑ Identify cultural issues arising from the change in provision
- ❑ Enable and support the move to service management

- ❑ Identify services to be paid for under contract terms
- ❑ Confirm services to be delivered to new SLAs and OLAs
- ❑ Implement a governance framework for monitoring outcomes.

Transformation

To ensure that the benefits of the outsourcing decision are clearly focussed and delivered upon during the contract timescales and ensuring that required business and operating model change are made effectively, **PreterLex** provides the expertise to:

- ❑ Facilitate and confirm appropriate governance processes and launch
- ❑ Report independently on services launched and operated
- ❑ Monitor benchmark and baseline status
- ❑ Verify value proposition and advise on benefits management
- ❑ Audit assets to ensure alignment with outsourcing proposition
- ❑ Oversee the transformation sign-off process.

Governance and Re-evaluation

To ensure that the client makes the best decision in a timely manner to extract full value from the contract, **PreterLex** will:

- ❑ Continually review the contract to determine strategic options
- ❑ Participate in your Governance Steering Committee
- ❑ Analyse and propose strategic contract expiration options
- ❑ Identify contract shortfalls
- ❑ Evaluate benchmarking and baselining decisions
- ❑ Analyse the relationship gaps and establish corrective processes and structures.

Contact

Please contact **PreterLex** for further information or to arrange an introductory meeting.

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