
Business **Transformation** through outsourcing

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Part 1

7 ways outsourcing
IT can help
transform a
business

1 

Focus on core business

Outsourcing, when done well and strategically, allows you to focus on core business activities, rather than expending effort and resources in trying to build a world-class IT operation internally. By ring-fencing resources to re-balance the drive to transform the business, with business as usual (BAU) IT, you are much more likely to deliver key strategic projects.

2 

Deliver new services more quickly

Outsourcing enables the delivery of IT services and transformation quicker, releasing internal IT talent to focus on adding value and delivering key strategic projects, not just maintaining systems uptime and supporting end-users.

3 

Access mature services

Creating and embedding IT operations processes and tools is time consuming and resource hungry. Outsourcing allows you to access mature well defined services that have been refined over many years, ideally aligning with industry standards. These are often supported by a comprehensive set of contemporary tools to automate the IT operation.

4 

Realign accountability

You are making your outsourcer accountable, rather than internal staff, meaning you can drive them harder without introducing unnecessary risk.



5

Tap in to additional expertise

Access technical and managerial talent from your outsourcing partner when needed, rather than recruiting internally, which is time consuming and costly. It can be difficult to keep talented staff satisfied. IT staff working for an outsourcer are offered genuine career development, so they stay and that’s good from a customer perspective in terms of establishing long term relationships.

6

Keep up to date with technology trends

Benefit from your outsourcing partner’s IT sector experiences, leveraging their deep understanding of technology trends and knowledge of the ways other portfolio companies are successfully benefitting from this innovation.

7

Scale more easily

Outsourcing manages peaks in service real-time, especially notable when bringing on new services or rapid growth. The ability for the outsourcer to scale teams on demand to maintain service levels, provides a predictable high quality experience, regardless of the speed of change.

Cost Cutting Tool

59%

Enables Focus on Core Business

57%

Solves Capacity Issues

47%

Enhances Service Quality

31%

Critical to Business Needs

28%

Access to Intellectual Capital

28%

Manages Business Environments

17%

Drives Broader Transformational Change

17%

Source: Deloitte’s 2016 Global Outsourcing Survey

Cost, enabling core business functions, and solving capacity issues are primary drivers to outsource. Leading practice organisations use outsourcing to drive transformational change and improve business results. 



Part 2

What are the risks associated with outsourcing any information technology infrastructure?

Some things are not easily outsourced. A lack of current visibility in to the technology complexity, service effort and existing workaround or manual processes can introduce risk when outsourcing. Outsourcing IT Infrastructure that requires modernisation may disclose further investments before the outsourcer is able to deliver the service levels requested. You may experience a feeling of a loss of control – not being able to simply tap the shoulder of your IT team to implement system change. On the plus side, through outsourcing this becomes for very good reasons, better controlled and forced through a more structured process.

Outsourcing introduces a cultural change. Any changes affecting people have a degree of risk that need to be addressed from both the company and outsourcer.

A poorly designed outsourced service may lock you in to out-of-date technology infrastructure platforms, preventing you from realising the value from innovation that competitors are able to benefit from.



Part 3

What are the key requirements when selecting an IT outsourcing partner?

Cultural fit is everything

First and most important is the cultural fit and alignment with your vision. Ensure that your service partner has the same drive and ambition for their business as yours. The selection process must establish an initial trust and confidence in their industry knowledge and technical capabilities. Do they demonstrate an understanding of the value of outsourcing? Have they worked hard to understand your drivers for outsourcing and matched their service to them? If you are interested in cost reduction, has the partner clearly articulated how they are going to help you reduce your service costs over time?

Are they big enough?

The scale of your service partners' operation is important – can they support the growth of your organisation in the global regions and time-zones in which you operate now and in the future? Ensure the outsourcer has the ability to extend beyond management of IT Services and Infrastructure. You are likely to want to use your outsourcer to deliver IT transformation projects, so evaluate capabilities in this area. Ensure your service partners have a clear vision for continuous improvement of their own services.

Establish a clear governance process

It is important to establish peer duality by getting the right people engaged with each other from the outset. Be practical about the frequency and length of the governance forums, and be sure to provide a clear charter, mandating the responsibilities of each. Wherever possible, set mutually beneficial KPIs and establish a deep understanding of what success looks like to each other. Align toolsets where possible, such as sharing a ticketing system to provide a single version of the truth. Escalations will happen, so ensure these are well defined, documented and embedded in to processes. Drive value from the reporting your outsourcer provides.



Part 4

What does the future hold for IT outsourcing and cloud computing?

The use of cloud computing will continue to increase, so the two must be tightly intertwined. IT outsourcers must be able to easily enable their clients to benefit from the innovation that cloud based IT services can deliver. It requires a shift in mind-set and alignment of traditional outsourcing products, which are often based on hosted and owned IT systems. The outsourcing contract must have the flexibility to support the move to the cloud, with no restrictions that slow down adoption. The outsourcer needs to be able to integrate cloud services and support other 3rd parties integrated into client networks, ensuring that continually high performance, resilience and the ability to manage are all part of a complete disaster recovery. The outsourcer will need to be skilled in managing back-to-back contracts and services to provide the client with an end-to-end service support.

Only 35% of organisations surveyed measure outsourcing value through innovation. However, looking forward, a large majority see cloud computing as a key innovation.

Source: Deloitte's 2016 Global Outsourcing Survey



Part 5

About Acora IT Outsourcing

We are constantly developing new strategies and ways to help our clients. We are constantly looking for ways to simplify an ever more complex cloud enabled technology landscape. We are learning from IT successes in different fields and applying them to outsourcing, such as the advances used by application developers who are automating highly repeatable activities, allowing them to release code and application updates in weeks rather than months. We carefully evaluate the market and make our own investments in toolsets that our clients can leverage to automate common processes and provisioning IT Services for lower costs, with less risk.



24/7

2 UK-based operation centres



100+

Service desk professionals



10k

Service tickets processed per month



15k+

Users supported globally

If you would like to find out more about how partnering with Acora can help transform your business, you can contact us via phone, email or through our website. Our team will be happy to help.



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