9.15 Registration and Refreshments

9.45 Chairman’s Welcome and Introduction
Mark Turner, Herbert Smith

10.00 Current Trends and Changing Dynamics in Outsourcing
- Cost is not the only driver for outsourcing anymore
- Globalisation is raising the expectations of outsourcers continuously
- Outsourcing engagements are making customers, suppliers and competitors work using collaborative/co-creation models
Mahesh Desai, Director - Global Business Development & Marketing Outsourcing, LogicaCMG

10.40 Sourcing Strategy in Co-operative Financial Services
- Business objectives and the need for change
- Type of contracts required to meet sourcing objectives
- The practical perspective - reality versus the contract as written
Steve Briggs, Head of Management and Control, CFS

11.20 Refreshments

11.35 Structuring your Outsourcing
- Why outsource?
- Sole supplier, multiple vendors, multi-sourcing, panel?
- The importance of the retained organisation
Nick Paltin, Herbert Smith

12.20 Offshoring Strategies: Next Generation Offshoring
- Presentation of findings from the 2007 Offshoring Research Network survey
- Discussion of managerial and organisational implications of offshoring
Dr. Silvia Massini, Senior Lecturer in Economics and Technology Management at Manchester Business School

13.00 Lunch

14.00 Ensuring a Win-Win for both Supplier and Customer, some Recipes for Joint Success
- Lessons learned from our experience on delivering contracts
- Performance measures - driving the right behaviour
- Other strategies for ensuring a successful long term relationship
Fiona Morris, Senior Counsel, Global Outsourcing Team, Accenture
Steve Forsyth, Senior Executive Financial Services Practice and Lead Business Negotiator, Accenture

14.40 The Key Issues to Ensure Your Sourcing Arrangements Deliver Full Value
- Capturing all the sources of value available from outsourcing
- Preparing for change in business requirements and the market
- Value Proposition - transformation, continuous improvement, charging including service & benefit credits, innovation & value sharing
- Futureproofing - governance framework, reporting metrics, benchmarking, scope flexibility & partial termination
Peter Nowottny, Orbys Consulting Ltd

15.20 Refreshments

15.35 Employee Issues and Strategies – Interactive Session*
- Practical lessons from the frontline, including severance and redundancy
- Informing and consultation
- Exit plans
Alison Fry, RealHR Consulting Limited and Andrew Taggart, Herbert Smith

16.15 Questions and Discussion
16.30 Close
Why and what to outsource, onshore/offshore mix, measuring and rewarding supplier performance and multiple or selective sourcing of suppliers are the hard questions faced by all businesses that outsource. Our panel of consultants, lawyers, customers and outsourcing experts will each be providing their unique perspectives on the key questions including multi-sourcing/multi-vendor environments, employee strategies, the importance of customer retained organisation, business process outsourcing and offshoring trends and issues.

Chairman:
Marked Turner, Partner at Herbert Smith, Head of IT and Outsourcing Group. Mark has specialised in transactional and advisory work in the TMT sector for 25 years and has particular expertise in outsourcing, major systems development and procurement. He has advised both customers and suppliers on a wide variety of outsourcing transactions, typically complex, international projects for FTSE 100 companies and their equivalents. Mark has been independently recognised as a leading IT and e-commerce lawyer for many years.

Speakers:
Steve Briggs is Head of Management and Control, Co-operative Financial Services where he is responsible for supplier strategy and management as well as a number of other strategic management activities within the delivery function including Finance, performance metrics, demand management, risk, process management & QA. Before joining CFS Steve worked for Barclays Bank for four and a half years where he was responsible for managing the strategic relationship with Xansa and the renegotiation of the Barclays Xansa outsourcing arrangement.

Mahesh Desai is Director of Global Business Development & Marketing for LogicaCMG, one of the largest IT services organisations in Europe. He is responsible for strategy development for the outsourcing business and has run key transformational programmes to bring the benefits of LogicaCMG. In the past, he was a member of Infosys leadership team, holding various management positions in Infosys' US and European operations.

Steve Forsyth is a Senior Executive within Accenture's Financial Services Practice and acts as a Lead Business Negotiator for complex, high value, multi year transactions that are undertaken on behalf of the client. Steve has over 20 years of experience as a negotiator. In addition to Accenture Steve has spent time at Deloitte & Touche, EDS, CSC and Origin.

Alison Fry is a Director of RealHR Consulting Ltd. Alison is a seasoned HR and Development professional with over 18 years experience in public and private sectors and is a member of the CIPD (Chartered Institute of Personnel and Development) and (BPS) British Psychological Society. She has been a Board member of HDS (Hitachi Data Systems) and held senior posts in blue chip organisations such as People Development Manager at Sony UK and is currently HR Transition Director at TCS (Tata Consultancy Services).

Fiona Morris is Senior Counsel within Accenture's Global Outsourcing Team, providing legal and negotiation support for Accenture's market leading outsourcing transactions throughout Europe. Fiona is also involved in thought leadership, coaching and education on outsourcing related matters, both within the legal group and within the wider Accenture business.

Peter Nowotny, Orbys Consulting Ltd. Peter is the founder of Orbys and is widely recognised as an expert in the outsourcing industry, with over 25 years experience advising clients across all phases of the ITO and BPO sourcing lifecycle from sourcing strategy, through sourcing implementation, to ongoing sourcing relationship management. Peter is a regular platform speaker and panel member at sourcing conferences and seminars across the UK and Europe.

Nick Pantlin, Herbert Smith, specialises in transactional and advisory work in the TMT sector with particular experience in the financial services and insurance markets. He has expertise in outsourcing (ITO and BPO), IT service provision, major systems implementation and procurement, software development, licensing and e-commerce projects. Nick also advises on commercial and communications law, and IT/IP aspects of M&A and other corporate finance transactions.

Andrew Taggart, Partner at Herbert Smith. Andrew specialises in employment law in Herbert Smith's Employment, Pensions and Benefits department. He has considerable experience in the employment law aspects of outsourcing from both a domestic and international perspective and has advised customers, suppliers and contractors on outsourcing strategy, outsourcing agreements and on disputing liabilities.

The Practical Guide to Outsourcing - 7 May 2008

7 May 2008 - Herbert Smith, Exchange House, Primrose Street, London EC2A 2HS

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