

Q1//2012

forward features

February

wk2

Contribution Deadline: **6 February**
Issue Date: **8 February**

Pre-procurement conversations with the Government

Due to misconceptions and over-interpretation of EU rules, sophisticated pre-procurement conversations were something that outsourcers only dreamed of. Now following Francis Maude's statement: The Crown & Suppliers, a new way of working, those dreams are about to come true.

This feature will challenge the 'phantom rules' that need myth-busting, and offer tips on how to interact with the government and its new way of working.

wk4

Contribution Deadline: **20 February**
Issue Date: **22 February**

Talent management in the outsourcing industry

Vital to the success of any business is to have the right people in the right place at the right time, and this is never more important than during periods of growth and strategic change. As outsourcing has developed and matured over the past couple of decades, it is essential for the UK to stay ahead of the European market and ensure it has the skills and talent required to cope with the changing industry.

sourcingfocus.com will look at the strategies behind talent management including 'mapping' to ensure a successful outsourcing programme and relationship with your chosen supplier.

March

wk2

Contribution Deadline: **5 March**
Issue Date: **7 March**

Risks in Offshoring

Minimising risk offshore is every outsourcers dream. Risks are magnified offshore – due diligence is all the more important when your outsource partner is thousands of miles away. How safe is your data? How could it be safer? How do you assess cultural fit, and choose the right partner for on-going, sustained success?

This feature will attempt to answer all these questions by looking at current example and speaking to those in the know.

wk4

Contribution Deadline: **19 March**
Issue Date: **21 March**

Successful case studies in BPO

In the early days, Business Process Outsourcing (BPO) usually consisted of particular outsourcing processes such as payroll. It has now grown to encompass a number of functions that are considered 'non-core' to the primary business strategy.

BPO contract counts are up to an all-time high and last year, the majority of BPO functions met or exceeded their five-year TCV averages with contract centres, multi-process and industry-specific functions leading the way.

This feature will focus on examples of best practice through the recent and successful BPO case studies.

April

wk2

Contribution Deadline: **9 April**
Issue Date: **11 April**

Best practice in shared services

We want it good, and the government wants it on the cheap. There is much speculation about the economies of scale, and expected cost savings, that shared services can bring. On the other side of the debate, there is voluminous criticism, and the oft-begged question: where is the evidence that shared services will save money?

This feature will look at the current examples of best practice in shared services and evidence of cost savings.

wk4

Contribution Deadline: **23 April**
Issue Date: **27 April**

Analytics and business intelligence

Shrewd decision making on an international scale can only happen on a bedrock of quality, insightful data. Use of analytics and business intelligence is expected to skyrocket in 2012 due to an increased focus on making only the most astute business plays.

The worldwide Gartner CIO survey ranks analytics and business technology as the number one trend for 2012 as CIOs are combining analytics with other technologies to strengthen business insight capabilities and empower leaders to do make the right move.

This feature will explore how organisations are deploying and using analytics and business intelligence to help strengthen the customer experience, streamline processes and ultimately bring in more business.

May

wk2

Contribution Deadline: **14 May**
Issue Date: **16 May**

Social Responsibility

With the economy hitting bleak times, corporate social responsibility programmes have taken a back seat while companies take measures to ensure survival. Juxtaposed to this is the coalition government's vision for the Big Society, which aims to go beyond CSR and put power and responsibility directly into the hands of the people. So it follows that companies that are seen to look out for the people will become more attractive, and gain more business.

Is CSR firmly back on the agenda in 2012? How is it being done? This feature will look at the current state of play regarding CSR in the outsourcing industry, and how companies are looking to accrue positive headlines through socially responsible actions.

wk4

Contribution Deadline: **28 May**
Issue Date: **30 May**

Outsourcing Social Media

Keep your customers close, and your complainers closer. This feature will provide insights into the how's whys and wherefores of developing a social media strategy that gets you connected to your customers and increase your brand value.

Whether your organisation is looking at diving into social media for the first time, or is ready to expand its social media efforts, you might well be wondering: Is this something we should do ourselves, or should we hire experts to do it for us? This piece will consider outsourcing social media, focusing on speed, training, reach, experience, synergy, branding and strategy.

June

wk2

Contribution Deadline: **11 June**
Issue Date: **13 June**

Benchmarking Data to Improve Provider Performance

Whether you are realigning your current deal or entering your first outsourcing contract, benchmarking data can be used to manage and improve provider performance.

This feature will focus on best practices in the industry, when benchmarking should be used and what needs to be measured to ensure a good deal is ensured for all parties involved.

wk4

Contribution Deadline: **25 June**
Issue Date: **27 June**

EOA Awards

The 2012 European Outsourcing Association Awards (EOAAs), in association with The OUT Group and sourcingfocus.com, will be held at the Law Society, London in June.

Now in its third year, the EOAs will bring together some of Europe's leading outsourcing suppliers, end users and support service providers. This event write-up will focus on the best practice which will be rewarded and celebrated, and the efforts of companies and individuals who have demonstrated excellence in the outsourcing world in 2011/12.