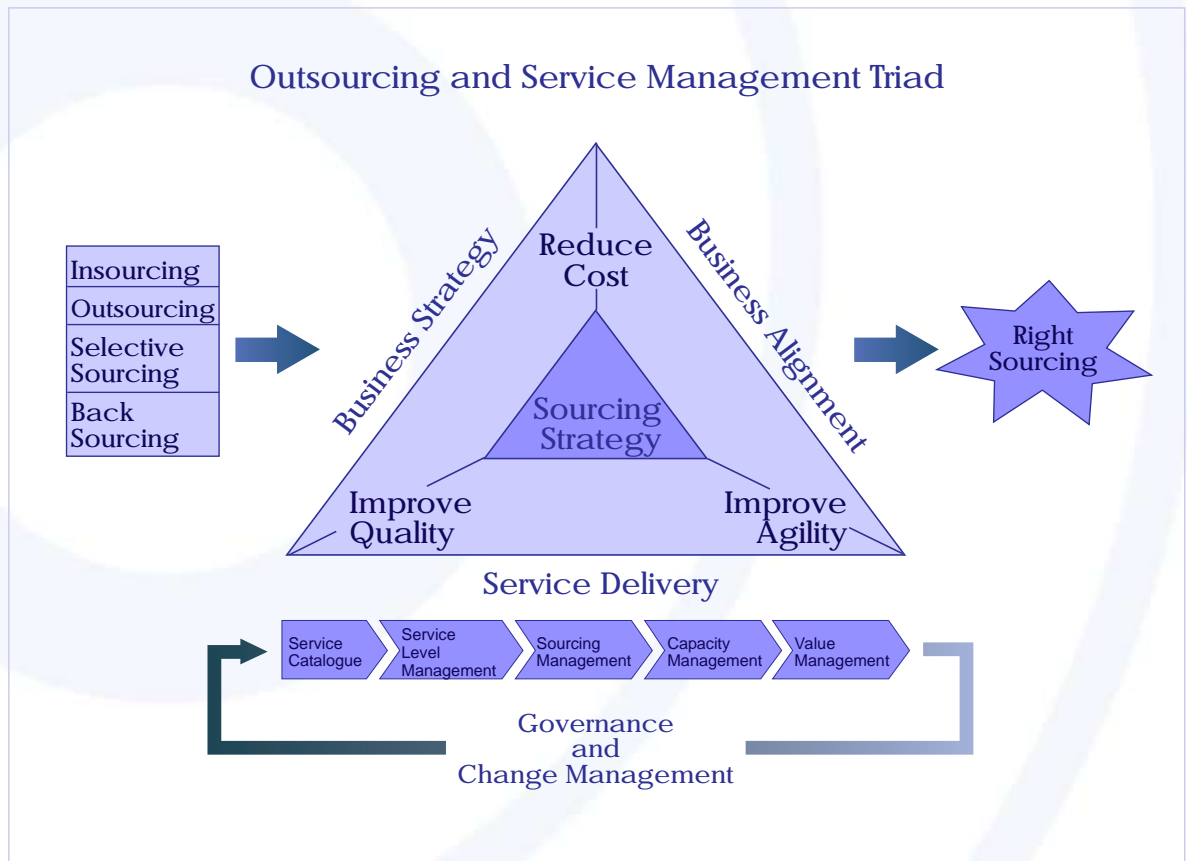


## unbiased clarity and guidance...

XMG Outsourcing and Service Management Services serve both end-clients and vendors to support efficiency and effectiveness of their readiness, selection and decision-making processes, governance and operational processes on an ongoing basis. This Service will facilitate balanced and informed decision-making in the sourcing arena and facilitate right-sourcing:

- Is my current sourcing strategy contributing positively to the bottom-line?
- Should I outsource, or more importantly, why should I?
- What should I source?
- How should I do it, and structure it? With whom?
- How do I manage it?
- How can I guarantee I am getting the right service?
- Does this contract provide me with what I need?
- How do I take advantage of upcoming contract renewal?
- What do I do if it is not working?

By providing extensive experience in identifying risk and best practice areas and developing actionable and focused solutions, this Service will positively impact the enterprise bottom-line - with or without outsourcing. Accompanying our Advisory and Consulting practice is XMG's indispensable Research that critically and objectively review vendor offerings. Ultimately, our Service becomes an essential resource to help end-clients and vendors make considered and business focused right choices with maximum confidence.



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## *unbiased clarity and guidance...*

### Service Coverage

#### Research:

- Business Process Outsourcing and IT Outsourcing
- Domestic and Offshore Outsourcing Trends
- Market trending analysis and client impacts
- Sourcing best practices (insourcing, outsourcing and back-sourcing)
- Vendor and market analysis
  - Consolidation
  - Regional/global
  - Shared services
  - Selective sourcing

#### Advisory and Consulting:

- Selection guidance and procurement
- Service level management
- Regulatory compliance audit and analysis (e.g. SoX, HIPAA)
- Risks/issue and impact analysis and mitigation
- Sourcing governance
- Sourcing planning and readiness assessment
- Sourcing strategies
- Vendor negotiation, management and governance

### Benefits

The benefits of engaging XMG Outsourcing and Service Management Services includes, but are not limited to:

- Customized and collaborative approaches
- Fair pricing through independent benchmarking and guidance
- Negotiation of forward looking Terms and Conditions
- Quick identification of vendor offering strengths and weaknesses
- Proactive Relationship and Governance Approaches
- Sourcing analysis to define types, level, scope and speed of outsourcing decisions
- Sourcing simulations and predictive modeling to establish whether outsourcing, back sourcing or selective sourcing will meet business objectives
- Strategic implications and alignment analysis
- Unbiased and balanced vendor selection

XMG's highly respected insights, combined with our detailed knowledge of the industry at a local and global level, will facilitate value, awareness and success within the outsourcing function to ensure the right fit customized to each individual client.

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