



10 Ways to ensure your outsourced contract works for your business

- 1. Benchmark**

Undertaking regular benchmarking exercises will ensure you know whether your outsourced service remains aligned to current offerings and will give leverage when conducting contract reviews.
- 2. Service Levels**

Make sure that the service levels you agree are appropriate for the business. No point in having 24/7 coverage if you don't actually need it. Ensure you have the ability to review and re-work service levels at several points during the life-time of the contract.
- 3. Reporting**

Measuring and reporting brings clarity and understanding. What gets measured gets attention. Regular reports on performance against service levels with monthly reviews are essential.
- 4. Feedback**

Your staff are a good barometer of the success of an outsourced service. If it's not a success staff will find a way of getting round it, significantly reducing value for money.
- 5. Projects**

Never let your incumbent outsourcer think they're in a one-horse race for any future opportunity or project.
- 6. Attitude**

If their attitude stinks and they're not giving you their full attention then you're not important enough to them, do something about it.
- 7. Involvement**

If your outsourcer is making all the decisions and you're no longer involved, then you're at the mercy of the outsourcer. Avoid this situation at all costs.
- 8. Contract Length**

Keep contracts short with appropriate break points. Your business is changing all the time, the contract you sign now may not be appropriate in 3 years' time.
- 9. Termination**

It's far cheaper and easier for an outsourcer to maintain an existing client than it is to find a new client.
- 10. Operations Manual**

A comprehensive operations manual should be a pre-requisite of any contract being signed off.