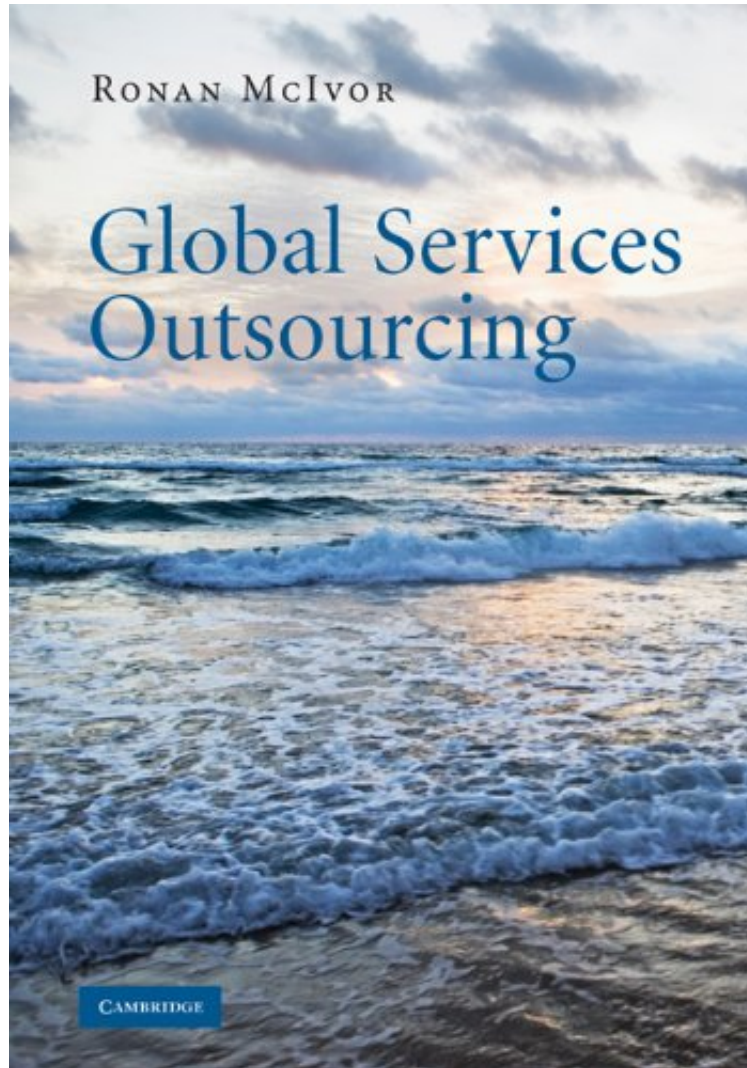


(Mobile ebook) Global Services Outsourcing

Global Services Outsourcing

Ronan McIvor

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Services outsourcing is an increasingly attractive option for firms seeking to reduce costs and achieve service improvements. Many organisations now choose to transfer responsibility for entire functions such as human resources, finance and information technology services to both local and global vendors. Yet outsourcing such functions is a complex process, one that is driven by factors that transcend cost considerations alone. Issues such as service design,

unbundling processes, managing work across different cultures and time zones, and business process redesign have all become important elements of managing services outsourcing arrangements. This book uses tools and techniques from a variety of disciplines to show how to successfully plan, implement and manage services outsourcing arrangements. Based on in-depth analysis of large-scale outsourcing arrangements across a wide range of sectors, this is an excellent resource for both academics and practitioners who wish to understand more about this complex phenomenon.

"The author presents an excellent and timely analysis of the complex process of global services outsourcing. In contrast to most literature in the field, the book not only deals with a broad range of business services but also provides deep insights into the entire outsourcing process from the strategic outsourcing decision to the management, assessment and development of the new relationship. By combining theoretical insights and illustrations from well-selected cases, the author succeeds in presenting balanced and sound approaches and methods that show us how to reap the benefits of outsourcing while minimizing the risks. The book is a must for everyone who wants to stay at the forefront of contemporary global business." Lars Bengtsson, Professor of Innovation, University of Gävle, Sweden

"This book spells out the 'why, what, when, and how' of global services outsourcing. An invaluable guide for anyone responsible for overcoming the difficulties and risks of services outsourcing." Bill Youngdahl, Professor of Project and Operations Leadership, Thunderbird School of Global Management, Arizona

"In the fast-moving field of services outsourcing, this new textbook is by far the best that I have read so far. I am particularly impressed by the way in which it complements a solid theoretical foundation with a wealth of practical guidance and examples. While it is set to become a core textbook on our Masters programs in Supply Chain and Operations Management, it should also be of real use to practicing managers and management consultants." Robert van der Meer, Professor of Management Science, Strathclyde Business School

"In short, this is a book you should own and consult frequently if you are at all involved with global outsourcing. It is well written, detailed, and informative. It is filled with sidebars containing case examples (most are European examples, but not that different from what occurs in the United States) and gives both pro and con arguments for every arrangement. Highly recommended." Information Systems Management

About the Author Ronan McIvor is Professor of Operations Management at the University of Ulster. He has carried out extensive research in the area of outsourcing and supply chain management. He is the author of a number of books, including *The Outsourcing Process: Strategies for Evaluation and Management* (Cambridge University Press, 2005).