Increasing ROI from outsourcing and other third party relationships

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Professional Techniques – T12

Session Abstract

In the current economic climate, the drivers for outsourcing are important now, more than ever. With outsourcing comes benefits and risks. This session focuses on the risks associated with steady state IT outsourcing relationships, and will introduce key risk areas, implications, mitigation strategies, and how ROI from outsourcing relationships can be increased.

Target Audience

The target audience for this session includes anyone actively outsourcing IT activities or planning to do so.

Skill Level - Intermediate / Experienced:
- CEO / COO
- IT Executive Management / CIO
- Procurement Managers
- Internal Audit Managers

COBIT Objectives or Processes

- PO5 Manage the IT investment
- PO9 Assess and manage IT risks
- DS1 Define and manage service levels
- DS2 Manage third-party services
- DS5 Ensure systems security
- ME1 Monitor and evaluate IT performance
- ME4 Provide IT governance

Speaker Bio

Sunil is a Senior Manager in Deloitte's Contract Risk & Compliance practice. Over the last 9 years, he has assessed a variety of contractual relationships, including vendors, suppliers, outsourcers, royalty bearing OEMs /licensees, distribution channel partners, and many other third party relationships.

Highlights of his relevant experience include:
- Performing-pricing inspections of suppliers to identify non-adherence to Most Favored Customer (MFC) terms and conditions.
- Assisting companies to assess whether outsourcers are adhering to contractual terms.
- Developing an OEM license compliance program for a major US software vendor.
- Consulting on the structure of software channel incentives.
- Working with technology companies to assess the completeness of royalties received from licensees.

Speaker Details (optional):

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