

Off-shoring

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Model has already been tried

Out-sourcing types

1. Plain old services
2. Pre-packaged plan
3. Turn-key
4. Consulting

Top Four Perceptions of Value

Top four value metrics, (in order)

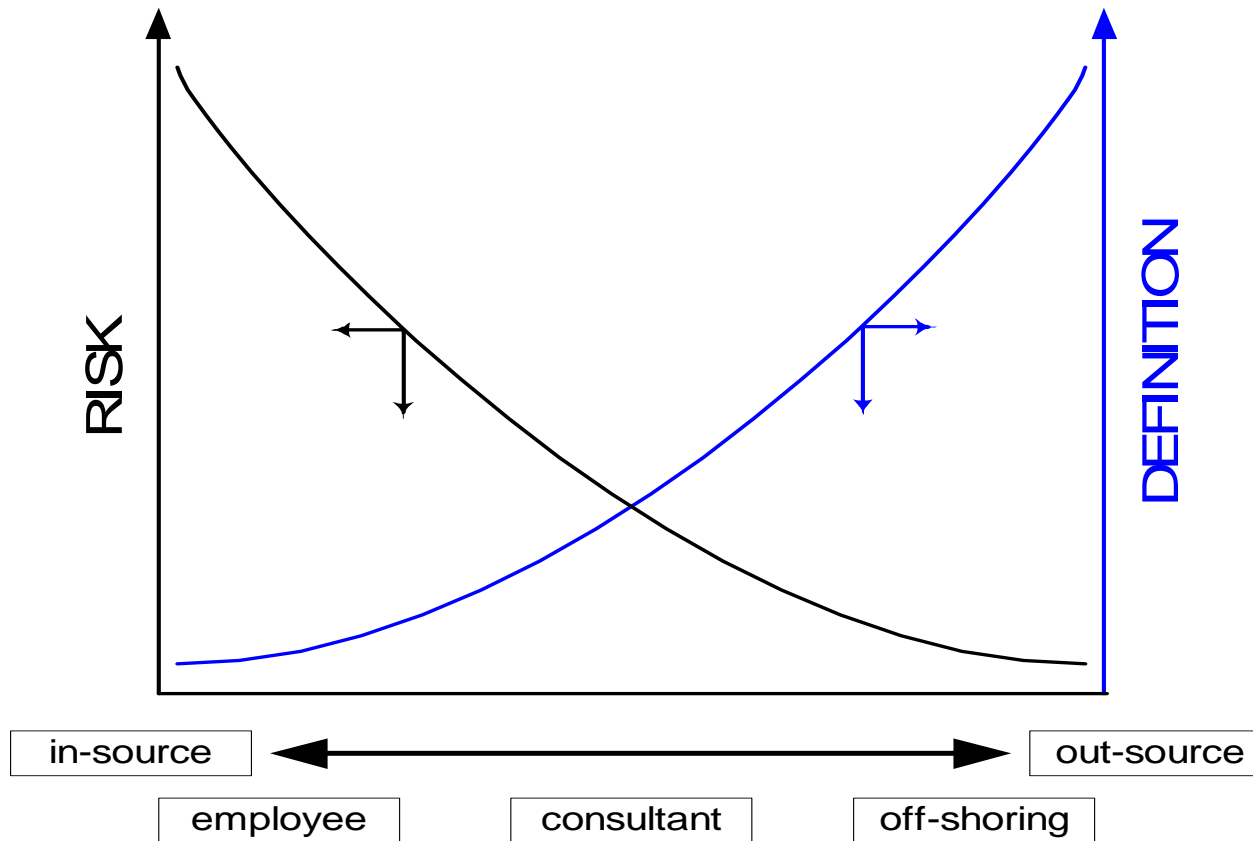
- Performance
- Reliability
- Accountability
- Cost

Customer Value Perception Table

	IN-SOURCE	OUT_SOURCE	
Metric	Employee	Consultant	Off-shoring
Performance	n	+	n
Reliability	+	n	n
Accountability	++	+	-
Cost	-	--	++

n = NEUTRAL
+ = positive
- = negative

In-source vs. Out-source



Summary

- Know your business ecosystem
- Know your client
- Know how to add value quickly
- Network or No-work