



independent advice from sourcing experts

In today's tough business environment, your company's IT function is vital in giving you the edge over your competitors. It is now common for one or more components of the IT solution to be outsourced to an ever-increasing number of specialist providers.

company overview

Square Mile Sourcing is made up of IT sourcing and BPO experts who have worked together over many years. Our management team and associates have a proven track record of managing large-scale outsourcing and insourcing projects along with consultancy services. Together we have tens of years of experience in this field. Working with clients and suppliers across all parts of the outsourcing lifecycle has given us an invaluable insight into the best ways of ensuring we deliver high-quality, low-risk, service.

The core management team is supported by specialist professionals who are leading experts in legal, commercial, human resources, procurement and communications fields. For each project, the most appropriate team is assembled to match your specific requirements and deliver against agreed goals. This flexible project resourcing model also ensures that you receive the best possible solution, tailored to your particular needs.

We have developed key working relationships with many of the 'top ten' specialist outsourcing law firms.

outsourcing

If properly planned, sourced and executed, outsourcing non-core functions can provide a business with the correct solution at an attractive price. However, the large number of well documented failures clearly illustrates the pitfalls of getting it wrong.

Square Mile Sourcing provides a comprehensive package of IT and Business Process Outsourcing services covering the entire life-cycle, specifically tailored to your needs. We have experience of dealing with the large service providers and our focus is to ensure you make the correct sourcing solution, one that will deliver planned goals within the target costs.

- **Requirements Gathering, Negotiation and Contract Construction:** Square Mile Sourcing has helped many clients in this specialist area through providing expertise and, wherever possible, adopting a template approach designed to provide a solution in the shortest achievable time-frame.
- **Due Diligence:** This is an essential part of the transfer of an entity or service where it is fundamental to have a clear understanding of the asset landscape in operational and commercial terms. Assets include all physical, electronic (software and data) and intellectual components. Our experience provides valuable insight to obtain a targeted report designed to provide meaningful input for the project.
- **Supplier Evaluation and Selection:** Choosing the right supplier is vital to deliver successful outsourced services. Built on years of experience, Square Mile Sourcing has created a method to help make the right choice for your business needs.
- **Contract Flexibility and Future Proofing:** We work closely with clients to understand which elements of their business are most likely to change. By factoring these into supplier negotiations, we can help ensure the eventual contract provides sufficient options for future change.
- **Commercial Advice and Legal Input:** Our experience working with specialist outsourcing law firms will ensure you fully consider the key commercial and technical elements allowing you to decide those that must be included in your legal contract.
- **Project Managing Benchmarking Exercises:** If it is properly scoped and managed this can provide an invaluable insight into many aspects of sourcing. We have experience of managing benchmarking exercises, from relatively small to large and complex, including full-scope IT.

Outsourcing



Offshoring



Insourcing



Consultancy

services

Square Mile Sourcing has experience of all aspects of IT sourcing and BPO. Across the entire sourcing lifecycle we provide clients with an expertly managed approach that is specifically designed to maximise benefits, while reducing risk to your business. Our services can be categorised into the following areas:

- New contract negotiation
- Offshoring
- Insourcing
- Improvements in existing contract
- Contracts re-negotiation
- Consultancy

offshoring

Offshoring has become a strategic solution for many of the IT and BPO suppliers and is responsible for delivering additional savings that might not otherwise have proved possible. However, it is important to ensure these arrangements provide a suitable solution for clients and that they are properly planned, implemented and managed, recognising the challenges that a geographically distant solution might present. Importantly, Square Mile Sourcing has practical experience of offshoring. Where an offshore element is envisaged, we examine and report to clients on the suitability of the supplier's planned solution assessed against any additional risks.

insourcing

Transferring services back in-house is generally more involved than the original outsource. Your IT expertise may have eroded through a dependence on supplier-provided services. There is an increased risk to your business as service delivery could be compromised by service transfer. When a client's original outsource contract may no longer suit current business or operational needs, our focus is to ensure you transfer the key elements of the service to ensure minimal impact to your ongoing business. You can benefit from the consolidated knowledge we have acquired from previous insource projects, which is built into our formal, ever evolving, project governance. Square Mile Sourcing has successfully completed in-source projects for many clients; delivering a solution quickly, within planned commercial targets and without adverse effect on the client's operational environment.

The Square Mile Sourcing approach is designed specifically to focus on the core components of the transferring service.

- People
- Legal and Commercial (incl. 3rd party contract considerations)
- Technical and physical infrastructure (including tools, process and procedures)

This is executed through a series of defined project phases with agreed milestones:-

- Due diligence (or discovery) of outsourced services
- Operational Design
- Organisational Interlocking/Transfer Readiness
- Execution of Transfer

consultancy

Many clients have engaged Square Mile Sourcing on a consultancy basis, usually to provide advice or support with a specific element or elements of a current IT sourcing provision such as:

- Changes to scope or required performance
- Restructuring or re-negotiating contracts
- Switching service providers
- Preparation of contract documentation

projects overview

The management team has successfully provided specialist sourcing advice and managed major projects for well known financial, media, retail and telecommunications organisations.

- Negotiated a full-scope, global IT outsourcing deal
- Evaluated a complete suite of IT service catalogues
- Developed supplier evaluation processes and tools
- Managed insource of IT services and transition of parts of the service to a new vendor
- Provided commercial advice on arbitration and litigation cases
- Supported a major BPO contract with a substantial offshore component
- Carried out a comprehensive due diligence exercise
- Produced detailed exit plans and supporting material

for further information or to
arrange a credentials presentation

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