

Think180 Specialized Role in Large Scale Outsourcing Consulting Projects

Large consulting firms offer high-level comprehensive services to corporate clients. Typically these services cover outsourcing strategy, business analysis, sourcing and governance processes, operations structuring, vendor selection, contracts and agreements, and organizational design.

One key aspect often overlooked, or included as a line item in a broader category, is ensuring the right talent is in place and specific capabilities developed for managing the outsourced project or program.

Think180 expertise is in identifying and building universal and client-specific capabilities for vendor management. Our training and development services can augment large scale consulting solutions.

Our primary focus is to equip and guide professionals who must select, engage, and manage outsourced vendors. These Vendor Managers must get the best from service providers, avoid waste, address delivery issues, and integrate the services delivered with company operations.

We help clients build stronger capabilities for more productive outsourcing, by targeting and developing key competencies in vendor management for individuals, teams and team leaders, and offer adaptive training to ensure vendors are equipped with necessary company-related knowledge.

Core service

"*Managing External Resources*" (MER) is a workshop for in-house training, with a wealth of practical content based on a base model of capabilities. Used successfully in large and medium-sized companies by IT Departments, Marketing, Customer Service, Training and others. Adaptable from an established curriculum to meet client needs and priorities.

MER helps professionals and specialists make the transition from a hands-on role, or an internal project team leader, to the more challenging and new role of managing the work by vendors.

The emphasis is on ensuring that vendors are able to deliver the best results within the terms of agreement. This means knowing how to manage the vendor relationship and the delivery process. Content and balance of attention for each workshop will depend on the needs of the team or roles of participants. The following is a sample of topics that may be included:

- Strategies for different forms of outsourcing
- Transitioning from professional job role to vendor/partner manager
- Competencies required for vendor management, and how to develop these
- Differences between managing vendors and employee teams
- Using the RFP process to define the work and select vendors
- Understanding how to engage and use outsourced services
- Negotiating terms and conditions, briefing vendor, kicking off project
- Contracts and agreements; copyright and intellectual property
- Working with governance processes and internal stakeholders
- Global vendor management, remote teams, multi-sourcing
- Defining job scope, deliverables, service levels and standards
- Defining and evaluating results – metrics, milestones, outcomes
- Capturing and retaining project knowledge and lessons learned
- How partnering can dramatically increase effectiveness
- What is required to communicate effectively with vendors
- Managing problems that arise, collaboration and conflict
- Assessing project results and managing vendor performance
- Managing changes to work, project direction, or expected deliverables
- Closing out projects, terminating a vendor, transitioning to new vendor

Range of Services

Training

- Standard or customized workshops on vendor management
- Training and coaching for leaders of teams that manage vendors
- Webinars and videoconferences on selected content or client case studies
- Partnering workshop that includes vendor representatives

Consulting

- Facilitation for team focus and planning around outsourcing and partnering
- Research, assessments and analyses of roles and capabilities required
- Consulting to resource planners, HR and Purchasing/Sourcing on competencies
- Developing company-specific training for delivery by client to vendors

Materials and Media

- Customized or regular learning content - audio and video media for online or mobile
- Licensing of Think180 content for in-house delivery by client trainers
- Selected training content with guides for team managers to use at staff meetings
- Think180 articles, checklists and tools for vendor management

Think180

Think180™ is a well-established, specialized consulting partnership based in Los Angeles, with clients in USA and Canada. We have operated since 1995, initially in Silicon Valley with technology clients, and since have broadened our industry base. Both partners have a breadth of corporate experience in strategic consulting, training and management roles.

Jim Everett brings expertise from a corporate HR career in Performance and Management Development, and a degree in organizational processes and communication. He is a strategist, skilled facilitator, engaging presenter and coach. Jane Dixon held successful executive positions managing large business consulting teams, and has corporate financial management experience and qualifications. She is a strong project manager, coach and strategic planner.

Clients (partial list)

Amdahl, Apple, BP USA and Canada, Cisco, dotPhoto, Harrah's, Hitachi Data Systems, Kibel Green Issa, KPMG, Microsoft, OmniSky, Palm, Philips, Photo Marketing Association, PricewaterhouseCoopers, Professional Picture Framers Association, Silicon Graphics, Sun, Synergex, Synopsys, Tapwave, UCLA Interior Design School, Vantive, VERITAS, Verizon Wireless, Wells Fargo, Wilson Learning, Wipro, Xerox Business Systems

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