

## **Outsourcing Objectives & Evolution of the Outsourcing Relationship**

Organizations continuously look for ways of doing things in a better way at lower costs. By partnering with a specialized service provider, it can leverage on the capabilities and expertise to improve its processes. Because the service provider delivers similar services to more than one organization, his ability to analyze and bring in process efficiency is much higher. Moreover, if the service provider is based in a low cost country like India, the client organization gets these process improvements at significantly reduced costs. Examples of such initiatives are largely technology driven and use of tools to improve turn-around-times or dramatically bring down costs of a executing a process.

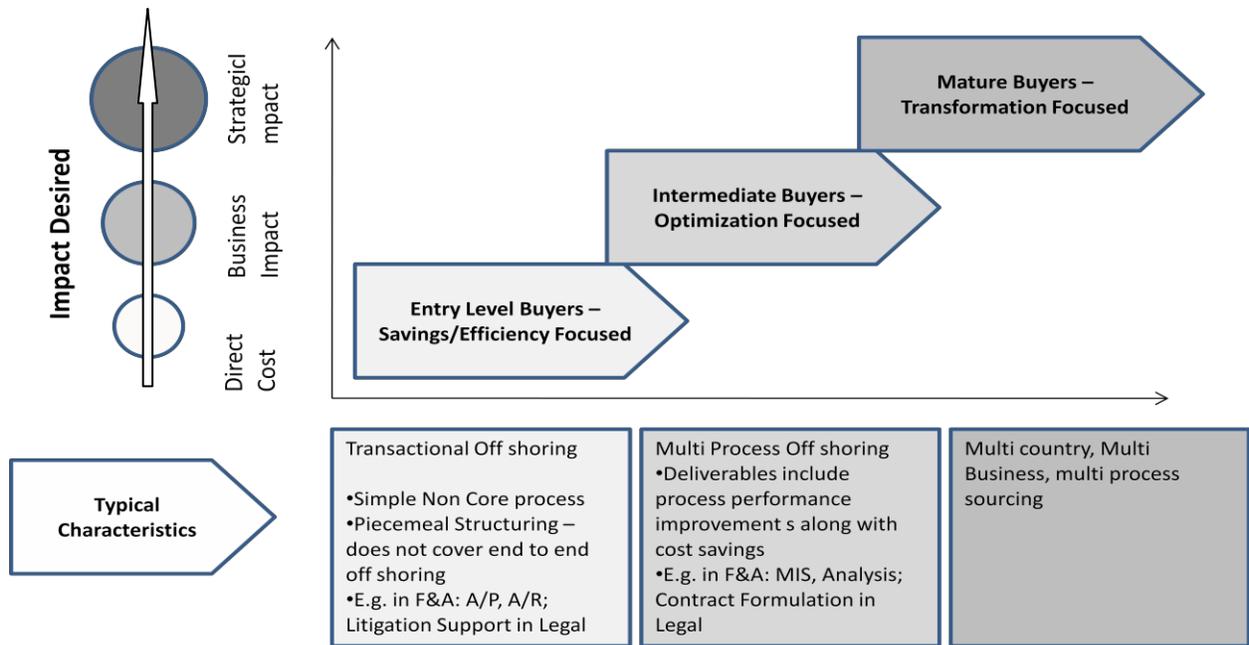
Usually, organizations outsource with one of the following objectives in mind:

- 1) Improving Efficiency
- 2) Business Optimization
- 3) Strategic Transformation

While improvement in efficiency is linked to part of a process or a process, the same thought when extended to the entire function or the organization would result in many fold benefits for the organization. Such initiatives are more complex, time consuming to implement and require a huge change in the way an organization works. An ERP solution implementation is a good example of business process optimization initiative in the organization

As the name suggests - transformation focused initiatives is the highest and deepest manner of benefiting from the partner expertise. Initiatives that are strategic in nature & change the way business is done fall in this category. Such initiatives are carried out in partnership with industry experts as partners, and with a huge risk-reward potential.

The outsourcing objective evolves with time and maturity of the relationship with the partner, as can be seen in the graphic representation below. As the client organization and the outsourcing partner understand each other better, their relationship moves from the primitive efficiency focussed stage to a more mature Optimization and sometimes even a Transformation focussed state of relationship.



## About Mangalam Information Technologies Pvt. Ltd.

Mangalam is a leading offshore 'Litigation Support' Services provider, based in Ahmedabad-India. Our services cover a wide range of litigation support services including Offshore EDD Data Processing, Bibliographic Coding and Records Retrieval related services.

Our clients include some of the largest national litigation support services provider in the US, Canada, Australia and UK since more than 7 years. We are an ISO 27001:2013 certified company

For more details – Contact: [sales@mangalaminfotech.com](mailto:sales@mangalaminfotech.com)