



Client Side Transition



The Challenges

When embarking on a new initiative it is difficult to understand the specific skills and capabilities required until the point at which we require them.

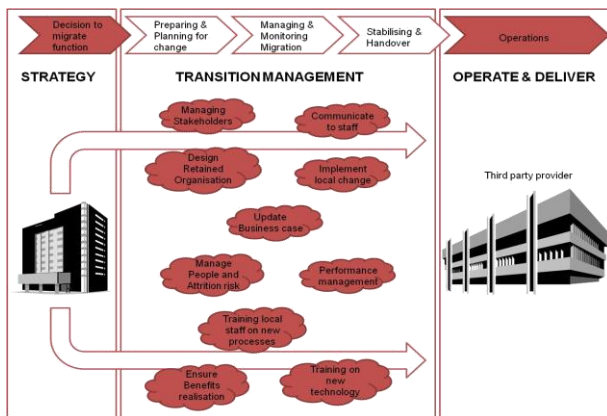
This is no different to what happens today in many shared services and outsourcing initiatives, it is usually at the point of implementation (transition) that organisations realise that they do not have the capabilities and require external resource to support.

Effective transition management is vital for a successful Go Live to minimise the issues faced in stabilisation & the ongoing operational running of outsourcing contracts. Typically, BPO provider transition teams have well resourced & experienced transition managers, however it is the client side transition team that generally fails to account for:

- Local change & communication requirements
- Local technology changes
- Buy side business case & benefits realisation
- Setting up the right governance
- Internal stakeholder management
- Risk

The impact can result in a poor transition, poor service delivery, a broken relationship between the provider and the business, and a poor perception of success and the provider.

Our approach



Through a 3 stage transition management approach, we mitigate the risks of transition by:

1. Planning and preparing for change. This includes developing plans for communications, HR requirements, technology, governance set up, and stakeholder management
2. Managing and monitoring migration. This involves daily, weekly and monthly tracking of progress at each layer of the hierarchy
3. Stabilising & handover. Critical to success is to facilitate a smooth handover process such that services stabilise and become operational

Our proposition

We provide a specialised transition management service that ensures all of the requirements are proactively managed on a regular basis.

Strategic Risk Management

- Manage and monitor the risk to the transition project timelines
- Manage the overall risk to the operations
- Monitor the commercial risks of the engagement
- Consider the joint reputation risks
- Proactively manage risks and issues

Value

- Leverage the value of the outsourcing relationship
- Identify further buy side improvements during transition
- Get the most of the outsourcing provider relationship

Quality

- Certainty over high quality on time transition
- Improved information for decision making
- Better customer service for the internal business
- Ensure a focus on reducing the error rates – through quality at source

Speed

- Transitions delivered on time
- Minimise the stabilisation period
- Ensure high quality is delivered in an appropriate timeline

Working with Proservartner

Proservartner's service offerings range from activities to support discovery, advice and guidance right through to fully managed solutions.

We foster the development of long-term partnerships with our customers because we offer them a choice, we treat them with respect and we deliver on our promises.

Next Steps

The Proservartner team can provide further detail on our approach to transition management and the benefits for your business.

