

# Offshoring: Making the Transition Work

*Making smart financial decisions is more important than ever in today's challenging economic climate. Companies are being asked to cut costs and make each dollar go a little bit further, while still remaining competitive and productive. Many HR leaders are searching for new ways to help meet their business objectives.*

One solution many companies are turning to is offshoring, or moving work to employees located in regions where overall business costs are lower than they are where the work is currently taking place. Offshoring can free up strategic resources, extend your global reach, and leverage international talent pools to enable your company to work more efficiently and more effectively. Because offshoring utilizes your own employees, you continue to maintain control over the quality and governance of the processes you've shifted to your offshore resources.

Stated simply, offshoring can help you do more with less — which, in these difficult times, is often a welcomed opportunity.

## **BUCK CONSULTANTS CAN HELP**

Buck understands that offshoring isn't just about the numbers — it's also about your people. And it's not just about moving processes — it's also about maintaining excellence. We know that there are many sensitivities when it comes to your business and your people, and we'll work with you to develop a plan that meets your objectives while remaining mindful of maximizing your cost-saving opportunities.

There are a number of areas to consider when developing your offshoring strategy to help ensure its success. You'll want to:

- Determine the right functions to offshore
- Clarify and manage new roles and expectations
- Manage risks
- Develop and implement service delivery standards

Of course, you'll want to know that your efforts will make a difference to your bottom line. Through our work with clients, we've found that savings can be as high as 80 percent. Actual savings vary depending on a number of factors, including the chosen labor market and the number and types of services selected for offshoring, but the consensus continues to be that savings are dramatic.

## **OUR APPROACH**

Because we know that offshoring will affect your entire organization, we rely on a broad team of consultants — including change management, process redesign, strategy, and communication — to help design a solution that's right for you. Before we begin working with you to develop a plan, we want to learn more about your employee population, your business objectives, and what you specifically hope to achieve through an offshoring solution.

We've found there are a few core processes that are critical to the success of any offshoring initiative. We'll work with you to determine how and to what degree each of these processes fits into your program:

#### **Transitioning Your Current Organization**

- Determine functions to be offshored
- Build new processes and tools
- Develop transition and change management plan
- Initiate reductions in staff
- Execute change management plans

#### **Preparing for Your Future Organization**

- Develop and implement strategy for operational/organizational risk mitigation
- Implement governance and service delivery standards
- Deliver training to new employees and onshore staff
- Create knowledge-transfer tools/processes
- Mobilize site operations

We'll also identify any additional processes to help ensure the success of your offshoring solution, and will work with you to determine the best way and best time to implement them. And, of course, our entire team will be available to you from start to finish, answering your questions and making any necessary modifications to your program design to help you achieve your desired outcomes.

#### **CONTACT US**

To learn more about Buck's offshoring solutions, contact Nancy Emerson at 617.275.8029 or [nancy.emerson@buckconsultants.com](mailto:nancy.emerson@buckconsultants.com).