Who?

ExcelSource is your trusted adviser on outsource suppliers. We offer an in-depth assessment of your current service providers and help you define strategies to gain best value in terms of cost and service quality. We are specialists in managed IT infrastructure, telecommunications, software development and Business Process Outsourcing covering core processes as well as HR Outsourcing and Financial Process Outsourcing. We help you make decision like single-vendor vs. multi-sourcing, on-, near- or off-shoring decisions and evaluate HR matters in a measured manner. We also advice in structuring the right post-outsource culture and contract management capability.

Why?

ExcelSource was founded in 2008. The very first and highly successful project, reassessing a complex multi-million pound multi-service outsource contract, yielded **a cost saving of 40%** but simultaneously refreshed the services on offer. The resulting new set of services has given our client a **real strategic advantage** over their competitors.

Outsourcing costs dragging your business down?

We are certain that there are many such outsource customer-supplier relationships which would benefit from a similar evaluation project.

Often the client's operational departments are already stretched, plus in- depth knowledge of the outsource service is limited.

Our experience can therefore be leveraged, allowing you to remain focused on your core business.

When?

An improvement project should ideally start at least 12-18 months prior to the contract end date. However, there are often considerable opportunities to be gained, regardless of the contract end date. ExcelSource will carry out a full assessment and formulate the best approach to maximise value for your organisation.

Broad Industry Experience

Over many years, we have gained experience working with many suppliers in the industry. If a comparative study as part of our **Independent Consulting** services is not required, ExcelSource can offer advice on matching customer requirements with best of breed suppliers in our **Prescriptive Solutions**.

Independent Consulting

ExcelSource has extensive practical experience in dealing with the vendor community whilst remaining completely independent of any outsourcing vendors.

A typical engagement would consist of the following 5 staged activities:

1. Preliminary assessment – identify short term value
2. High-level benchmark
3. Detailed benchmark – deliver short term value
4. Tender
5. Contract negotiation – deliver long term value

Stage 1, preliminary assessment, discussions are held with the commercial and operational business owner(s) of the outsource service(s), typically over a 2-day period. At this stage a preliminary report is issued. This report outlines potential improvements to the current service in terms of quality and cost. It also highlights current business risks.

Stage 2, a high-level bench mark is carried out by ExcelSource benchmark experts, to assess present SLAs and costs against similar services. Invariably this high-level benchmark will demonstrate a range of service levels and costs but because outsource services are generally bespoke; the benchmark will be accompanied with a percentage confidence level.

Stage 3, the detailed benchmark, can be carried out in 2 ways. Either ExcelSource can manage a 3rd party specialist benchmark company, or we will lead the benchmark RFI process ourselves. Our objective is to benchmark the current service against industry best practice in a like-for-like manner. This leads to a formal tender process for improved service.

Stage 4, the tender process, would see a shortlist of suppliers compete for the new service. The incumbent supplier would normally be one of those shortlisted to compete.

Stage 5, following the tender, your preferred supplier(s) would complete due diligence and contract negotiations.

The end result will be a much improved relationship with either your current or your new supplier(s), which your business would benefit from for many years, according to your strategy.

During the various stages of the assignment, ExcelSource can draw on an additional qualified pool of experienced subject matter experts as and when required.

The ExcelSource approach offers you great customer service including; regular weekly status updates, detailed analysis reports with clear and

Improved cost controls and service quality from outsourcing offers sustainable business advantage

concise executive summaries, a project portal keeping confidential data secure (and away from your internal systems) and full board level support, where necessary.

Over the past 2 years, ExcelSource has developed a number of sophisticated techniques and methods which have been proven to maximise value and project RoI. Our expertise and flexible terms makes us great value for any company engaging in negotiating contracts for outsourced services.

Prescriptive Solutions

We have worked with many of our clients, where once we have established their outsourcing needs and in turn their service level requirements. They do not wish to go through a lengthy tender process due to a variety of reasons including time taken and costs involved.

In these cases our clients would rather us to be prescriptive and provide them with the best solution within their constraints, for their needs. We provide the solution based on our vast outsourcing market knowledge that we have gained over the years and the existing relationships that we have developed with outsourcing suppliers, from point solution in IT outsourcing to complete BPOs.

Currently, ExcelSource is able to create outsourcing solutions that include one or more of the following services:

- **Finance process outsourcing (FPO)**; Our partner offers a range of FPO services including accounts payable/receivable, credit control, reporting and expenses management.
- **Hospitality industry business process outsourcing**; Our partner is specialist in managing its clients reservation platform and point of sale process, materials management and food/beverage costing, travel trends, seasonality, campaign analysis and mystery audits.
- **Application maintenance services**; are offered by our partner for your ERP & CRM systems covering any SAP, Oracle or Microsoft Dynamics requirement.
- **Document Management**; is offered as an adjunct service to aid FPO and Hospitality BPO services. Documents can be sent to a UK post box from where a full document processing service commences including scanning, indexing, transcription, archiving, secure destruction and on-line publishing.
- **Business intelligence and reporting services**; is offered as an adjunct service to aid FPO, Hospitality BPO and Application Maintenance services.
- **IT Infrastructure and critical applications hosting services**; is offered covering hosting your IT infrastructure with our key partner who will provide highly secure and resilient managed services of the IT platform and its enterprise applications.

Why Wait?

Contact us now to guarantee Excellence in Outsourcing.

info@excelsource.co.uk
+44 (0) 1206 580 125