



13. Outsourcing

The scenario might be that you have a contact centre which you believe might be best to outsource all or part to a third party – a specialist outsourcer.

- Should this be in the UK – onshore or could it possibly be offshore?
- Should you contemplate such a strategy at all?
- Is customer service core and strategic to your business?
- How effective and efficient is your current customer service operation?
- How do you compare with others in the marketplace?
- Are you considering outsourcing on the basis of cost?
- How does value and customer satisfaction feature in your decision regarding the provision of service?
- Do you have the depth and breadth of project management to ensure a smooth relationship with an external provider?
- You already outsource some elements of your work but are unsure as to whether your provider is performing adequately or if the contract is still offering the right value-adds to the business.

With over 200 UK providers of outsourced customer service operations at various levels of size, cost, ability and market specialisms and many, many more in over 30 Countries across the globe, your choice and risk is considerable.

Coalesce Consulting have extensive experience of the people, operational, technology and geographic challenges involved in delivering future proofed outsourcing solutions. This experience includes the management of offshore customer service environments and the management (at both client and provider level) of on-shore multi-channel contact centres, as well as commercial, client management, HR & IT functions. We know and understand the activities and level of detail required to ensure you have the right sourcing strategy and to ensure that the transition works smoothly.

Our skills enable us to help you design and develop:

- Proper sourcing strategies that suit YOUR business requirement.
- Sound end-to-end processes which lay the foundations for a successful outsourcing arrangement.
- Genuine 'partnering' contracts, which ensure that third parties become a true extension of the business, its brand, values and culture.
- Robust Service Level Agreements Key Performance Indicators, and other relationship enablers.
- Tailored commercial frameworks to deliver seamless transition management.
- Environments that embrace future proof technologies to manage multi skilled and multi channel operations.

We do this by:

- Defining detailed user requirements and competitive tended documents.
- Fully supporting your team in the selection of supplier/partner.
- Negotiating contracts and agreements.
- Developing and transferring the information required to make a successful partnership.
- Managing the on-going relationship.
- Undertaking reviews of performance, etc.
- In a rapidly changing world, ensuring that chosen partners are the right fit on an on-going basis.

