

The Handbook of
**GLOBAL
OUTSOURCING
and OFFSHORING**
3rd edition

ILAN OSHRI, JULIA KOTLARSKY
and LESLIE P. WILLCOCKS



The Handbook Of Global Outsourcing And Offshoring 3rd Edition The Definitive Guide To Strategy And Operations

Bo Edvardsson, Bård Tronvoll



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The Handbook of Global Outsourcing and Offshoring 3rd edition Ilan Oshri,Julia Kotlarsky,Leslie P. Willcocks,2015-01-23 Now in its third edition this is the only outsourcing and offshoring book to offer a broad but coherent guide to the strategy operations and management of ITO and BPO outsourcing and offshoring from how to source new relationships to managing business processes in a national and global context

The Handbook of Global Outsourcing and Offshoring 3rd edition Ilan Oshri,Julia Kotlarsky,Leslie P. Willcocks,2015-01-23 Now in its third edition this is the only outsourcing and offshoring book to offer a broad but coherent guide to the strategy operations and management of ITO and BPO outsourcing and offshoring from how to source new relationships to managing business processes in a national and global context

The Palgrave Handbook of Service Management Bo Edvardsson,Bård Tronvoll,2022-05-24 This handbook provides an innovative thorough overview of service management It draws together an impressive international group of leading scholars who offer a truly global perspective exploring current literature and laying out guidance for future research Beginning with defining service as a perspective on value creation and service management as a set of organizational competencies for enabling and realizing value creation through service it then moves on to follow the evolution of service research From there the book is structured into six main themes perspectives on service management service strategy service leadership and transition service design and innovation service interaction quality and operations and service management and technology This book is valuable reading for academics lecturers and students studying service management operations management and service research

Lives on the Line Jeffrey J. Sallaz,2019-07-17 Dial just about any toll free number and chances are you ll be talking to a Filipino In fact around the year 2005 the country overtook India as the world s voice capital Lives on the Line argues that this has nothing to do with wages or accents Rather as Jeffrey J Sallaz shows there is a perfect match between offshored call centers and educated young Filipinos For Filipina women and gay Filipinos in particular call centers are veritable lifelines and their lives tell us much about contemporary capitalism and the future of work

Supply Chain Management and Logistics in the Global Fashion Sector Rajkishore Nayak,2020-11-12 The ways in which we design make transport and then discard clothes has a huge social and environmental impact This book covers responsible business practices and sustainability in the fashion industry from the raw fibre stage through production to the point of customer consumption The concepts of responsibility and sustainability are fast becoming essential factors in business decisions and Supply Chain Management and Logistics in the Global Fashion Sector leads the reader through the multiple stages in the supply chain that can impact on business strategy A perfect resource for students studying fashion and for those working in the sector who wish to identify the latest thinking as they plan sustainability strategies the book is divided into four clear sections Part I of the book examines sustainability in the supply

chain by identifying the three pillars of sustainability social economic and environmental and considers how fashion brands are innovating in this area Part II looks at fashion logistics and supply chain operations by assessing fibre yarn and fabric considerations logistical issues for both garment production and service delivery stock control transportation barriers and risks Part III develops the logistics theme further by identifying recent trends and case studies that highlight agility and lean management structures and the application of transparency enhancing radio frequency identification RFID This section further applies modelling and simulation techniques from the automotive and pharmaceutical industries to the fashion sector Part IV considers how sustainability can be embedded into the multi tiered fashion supply chain and its selling environment

The Handbook of Global Outsourcing and Offshoring Ilan Oshri,Julia Kotlarsky,Leslie P. Willcocks,2022-11-10 Global sourcing is a complex area and one that managers must get to grips with as business investment in outsourcing continues to climb This book provides invaluable guidance for the reader walking them through the fundamentals of global sourcing to very recent trends including intelligent automation cloud services and crowdsourcing Replete with key examples and cases it allows students and managers alike to relate academic theory to practice acting as a roadmap to a rapidly evolving field For the last decade the authors have studied the full spectrum of activities involved in global sourcing from both client supplier and advisory viewpoints Their research has shown that while more firms engage in global sourcing activities many of them are still struggling to extract value from sourcing relationships While past research has produced numerous practical frameworks regarding the management of global sourcing of services little of this insight has been put into practice This book addresses such shortcomings by exploring the impact of theory on practice It is important reading for any academic student or practitioner concerned with global sourcing either from the client or supplier perspective

The Handbook of Global Outsourcing and Offshoring I. Oshri,J. Kotlarsky,L. Willcocks,2009-10-09 This book offers a broad perspective on issues relating to the sourcing of systems and business processes in a national and global context examining the client s and the vendor s involvement in sourcing relationships by putting the emphasis on the capabilities that each side should develop as a result of their interactions with each other

Global Outsourcing and Offshoring Farok J. Contractor,Vikas Kumar,Sumit K. Kundu,Torben Pedersen,2010-11-11 Companies are increasingly asking which of their value chain activities are best performed within their own company and which may be outsourced In addition they are also considering which pieces of their value chain may be better performed abroad These interrelated decisions concerning outsourcing and offshoring have not only changed entire industries they have also transformed the lives of people across the world Hundreds of millions of jobs in emerging nations have been the direct result of outsourcing and offshoring decisions At the same time many people in the developed world have lost their jobs because a company has been able to find a cheaper alternative Featuring contributions from scholars in eleven different countries this book was the first to examine the theory and practice of outsourcing and offshoring simultaneously It includes studies of a variety of different industries including pharmaceuticals

automobiles medical records appliances human resource management and telecommunications The Offshore Nation Atul Vashistha, Avinash Vashistha, 2005 On patterns of outsourcing in service industries and their overseas marketing a study

Global Outsourcing Strategies Roxane Gervais, 2017-03-02 One of the most significant techniques to which companies and organizations have turned to improve service delivery and reduce costs has been outsourcing Over the last 10 years almost any process has been successfully outsourced But during that period there have been failures too projects that never realised their objectives or that had unforeseen impact on business Global Outsourcing Strategies is a state of the art guide to the best lessons to be learned for successfully implementing and outsourcing projects or for revisiting existing operations The 22 chapters explore some of the new areas for outsourcing after traditional targets such as IT and finance Information is provided on the different facets of the outsourcing process such as contract negotiation the risks involved in outsourcing the need for service level agreements the critical requirements needed to build and sustain outsourcing relationships and ethical supply chain issues There are also sections exploring the impact of outsourcing on organizational structures the long term effects legal issues management control and inter firm relationships as well as case studies from both the public and private sector on the practical side of outsourcing The book will appeal to practitioners and researchers alike This is a must have guide for any organization approaching outsourcing as a global or local strategy and for those organizations now reviewing or developing their outsourcing partnerships *Outsourcing and Offshoring Business Services* Leslie P. Willcocks, Mary C. Lacity, Chris Sauer, 2017-07-25 Bringing together theoretical and empirical studies from the Journal of Information Technology this book provides a definitive guide to research discovered on the growing global sourcing phenomenon Paying particular attention to Information Technology Outsourcing ITO and Business Process Outsourcing BPO theoretical chapters explore insightful ways of thinking about the different facets of outsourcing and provide useful information to practitioners and researchers Empirical chapters report the findings of 405 major research studies into the risks and successes of relationships between customer and vendor the development of trust in these relationships the factors affecting locations for offshoring and specialized offshoring organizations such as captive centres In this comprehensive study the editors present an expert review of the historical development of this field and offer analysis of emerging findings and practices for the future *The Manager's Step-by-Step Guide to Outsourcing* Linda Dominguez, 2005-12-23 Outsourcing is one of the most complex and controversial issues in business today In an effort to remain competitive many leading companies from Microsoft to Nike to Pfizer are incorporating outsourcing as a strategic part of their management decision making Yet for managers responsible for outsourcing domestically or internationally this field often seems complex if not impossible The Managers Step by Step Guide to Outsourcing presents a clear detailed method for effectively planning and executing an outsourcing strategy in any company large or small Top Fortune 500 consultant Linda Dominguez provides all the tools you need to achieve successful real world implementation giving you the power to cut costs increase efficiency and productivity

generate higher returns and stay ahead of your competition Sharing the invaluable guidance of her clients as well as the advice of outsourcing experts Dominguez helps you develop a strategic plan for your own initiative She imparts the new skills executives managers and employees must learn to deliver results and best practices for creating sustainable shareholder value without sacrificing quality productivity relationships or control As you prepare your blueprint for action you ll discover how to Decide to outsource a business unit or function on or offshore Weigh potential cost savings against the potential risks Select the best vendor for your specific needs Make the transition process swift and effective Anticipate and manage outsourcing problems and challenges Identify and navigate cultural and style differences Recall an outsourced unit back in house when necessary You ll also find sound advice and tips executives who have successfully outsourced as well as from those who found their projects did not meet their expectations Complete with a thorough implementation checklist The Managers Step by Step Guide to Outsourcing is the only resource you need to ensure the long term success of your outsourcing project

Global Sourcing of Information Technology and Business Processes Ilan Oshri,Julia Kotlarsky,2011-03-13 This book contains 14 carefully reviewed and selected papers from the 4th Workshop on Global Sourcing held in Zermatt Switzerland March 22 25 2010 They have been gleaned from a vast empirical base brought together by leading researchers of outsourcing and off shoring This volume is intended for use by students academics and practitioners interested in the outsourcing and off shoring of information technology and business processes It offers a review of the key topics in outsourcing and off shoring populated with practical frameworks that serve as a tool kit to students and managers The sourcing models available to client firms are discussed in great depth Vendor capabilities as well as client capabilities are studied and links are offered to the various sourcing models Issues pertaining to knowledge and expertise are also discussed Last but not least the book examines current and future trends in outsourcing and off shoring paying particular attention to the role that CIOs will play in shaping their sourcing strategies

The Oxford Handbook of Offshoring and Global Employment Ashok Bardhan,Dwight M. Jaffee,Cynthia A. Kroll,2013-04-09 The Oxford Handbook of Offshoring and Global Employment deals with a key issue of our time How do globalization economic growth and technological developments interact to impact employment The book brings together eminent authors from a wide range of countries around the world drawing on their diverse academic and policymaking backgrounds and specific national or regional settings to assess how global economic changes have affected employment opportunities The book is unique in a number of ways It has a global reach presenting analyses and viewpoints from both developed and developing countries from all continents its timing and context is particularly instructive since most papers are located in the aftermath of the global financial crisis and it addresses a wide range of questions How do different types of offshoring and global linkages impact employment How is the skill mix of the labor force impacted by globalization How do institutional structures and regulations influence the outcome of globalization in developed and developing countries Individual chapters analyze how the impact of

global linkages on national economies is mediated through a number of structural aspects of the economy its institutional and industrial structure its resource base its predominant firm type its comparative advantage and its regulatory practices The chapters in the book cover both manufacturing and services sectors and many chapters also address policy issues regarding innovation and job creation

The Offshoring Challenge Torben Pedersen, Lydia Bals, Peter D. Ørberg Jensen, Marcus M. Larsen, 2013-01-09 The continuous search for efficiency gains and the goal of attaining a sustainable competitive advantage have steadily increased the volume of goods and services procured globally from third party vendors In this context named as the next wave of globalization the offshoring phenomenon has stimulated research and political debates With the rise of services offshoring international value chain disaggregation for services has reached a formerly unknown scale Also it is increasingly complex transactions requiring a higher degree of qualification which are becoming subject to offshoring as well The Offshoring Challenge Strategic Design and Innovation for Tomorrow's Organization features selected chapters by an international research community on the topic of offshoring All potential business models from offshore outsourcing to third party providers are covered from cooperative arrangements to internal organizational set ups including captive offshore centers Contributions have significant insights regarding the increasing offshoring of knowledge intensive services the offshoring process business models incorporating offshoring the hidden costs of offshoring and the administration of offshoring activities within firms The book is aimed at a broad audience of scholars students and practitioners in the fields of strategy international business and operations management

Outsourcing Nicholas C. Burkholder, 2006-01-18 THE DEFINITIVE RESOURCE ON OUTSOURCING Outsourcing is the hottest topic in business and it will likely stay that way Managers workers executives and almost anyone else involved in any large business will probably have to deal with it one day in one way or another Outsourcing is a business issue first and foremost but it is also a political personal and cultural issue that many people not least managers and executives find difficult to fully understand Outsourcing documents the theory facts myths benefits and costs of outsourcing and gives managers the information they need to implement an outsourcing program that will help their business the most and hurt their employees the least Bringing together noted academics corporate leaders and outsourcing practitioners the book covers all the major topics in the outsourcing debate but also presents expert guidance for business leaders dealing with the practical side of this global issue What outsourcing is and is not Which companies can benefit from it Incentives and implications Notable successes and failures Outsourcing for small and large companies Communicating about outsourcing Outsourcing terminology And much more

The Outsourcing Handbook Mark John Power, Kevin C. Desouza, Carlo Bonifazi, 2006 Outsourcing is now increasingly used as a competitive weapon in today's global economy The Outsourcing Handbook is a guide to the whole process It looks at key factors in the success of a project as well as problem areas and potential pitfalls

Offshore Jamie Peck, 2017-02-23 Offshore outsourcing the movement of jobs to lower wage countries is one of the defining features of globalization Routine

blue collar work has been going offshore for decades but the digital revolution beginning in the 1990s extended this process to many parts of the service economy too Politically controversial from the beginning offshoring is conventionally seen as a threat to jobs wages and economic security in higher income countries having become synonymous with the dirty work of globalization Even though the majority of corporations make some use of offshore outsourcing fearful of negative publicity most now choose to manage these activities in a discreet manner Partly as a result the global sourcing business reckoned to be worth more than 120 billion largely operates under the radar its ocean spanning activities in low cost labour arbitrage being poorly documented and poorly understood Offshore is the first sustained investigation of the workings of the global sourcing industry its business practices its market dynamics its technologies and its politics The book traces the complex transformation of the worlds of global sourcing from its origins in the new international division of labour in the 1970s through the rapid growth of back office economies in India and the Philippines since the 1990s to the development of nearshore markets in Latin America and Eastern Europe Recently this evolving process of geographical and organizational restructuring has included experiments in backshoring within low cost ex urban locations in the United States and a wave of software enabled automation which threatens to remove labour from many back offices altogether In these and other ways the offshore revolution continues

Offshoring Information Technology Erran Carmel, Paul Tjia, 2005-05-12 The decision to source software development to an overseas firm offshoring is looked at frequently in simple economic terms it s cheaper and skilled labor is easier to find In practice however offshoring is fraught with difficulties As well as the considerable challenge of controlling projects at a distance there are differences in culture language business methods politics and many other issues to contend with Nevertheless as many firms have discovered the benefits of getting it right are too great to ignore This book explains everything you need to know to put offshoring into practice avoid the pitfalls and develop effective working relationships It covers a comprehensive range of the important offshoring issues from ROI to strategy from SLA to culture from country comparisons to provider marketing Written for CTOs CIOs consultants and other IT executives this book is also an excellent introduction to sourcing for business students

Offshoring Strategies Ilan Oshri, 2011-02-25 The evolution of a rapidly growing mode of offshoring captive centers basic models strategies and case studies of Fortune Global 250 firms In today s globalized economy firms often consider offshoring when confronted by rising costs and fierce competition One mode of offshoring has continued to grow despite the current global economic turmoil the captive center Captive centers are offshore subsidiaries or branch offices that provide the parent company with services usually in the form of back office activities In Offshoring Strategies Ilan Oshri examines the evolution of the captive center He identifies basic captive center models examines the captive center strategies pursued by Fortune Global 250 firms describes current captive center trends and offers detailed individual case studies that illustrate each model His analysis highlights the strategic paths available to firms that want to maximize the returns offered by captive centers Oshri outlines six models for captive centers

that range from the basic wholly owned branch office to hybrids and joint ventures and identifies evolutionary paths along which the basic model develops He analyzes firms strategies during initial set up then tracks the changes as strategies evolve to meet different business needs The case studies all based on the Fortune Global 250 include the development of a basic captive unit into a complex hybrid structure the evolution a captive center into a shared service center offering services to other international firms the divestment of a captive center to a private equity firm and the migration of a captive center to a location where costs were lower

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