

HOW TO PROTECT YOUR BUSINESS WHEN OUTSOURCING



HAVE A FORMAL AGREEMENT

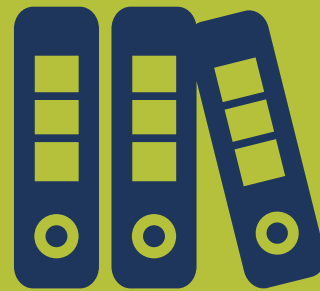
In making the decision to outsource services, you need to have a formal agreement with each outsourcing party that addresses potential risks and issues regarding:

- downtime
- business failure
- security and confidentiality of information.



ENSURE OPEN COMMUNICATION

Be open and communicate regularly with those parties on your expectations around service delivery and transfer of knowledge.



DOCUMENT PROCEDURES

Make sure there are documented procedures relating to the interaction with an outsource party, so that in the event of staff changes in either organisation – your business or the outsourcer's – the linkages for service delivery are not broken.



HAVE A BUDDY SYSTEM

Make sure you have a buddy system within your business, which involves appointing one of your internal staff to be the buddy for each of those external service providers. Ensure your staff member communicates with their 'buddy' regularly, and make sure they have a relationship with more than one person in the external party, so your business is not solely reliant on a single individual.