

Outsourcing Success in 2009: Cost Effective Sourcing Strategies for Corporate Legal Counsel

Thursday, March 19, 2009
Mayer Brown LLP
71 S. Wacker
33rd Floor - Town Hall Rooms
Offices of Mayer Brown LLP

Program Agenda

- 8:30 am **Breakfast & Registration**
- 9:00 **Welcome and Introduction**
- 9:10-10:30 **Navigating the Recession: Reducing Costs in Outsourcing Deals**
(Dan Masur, David Hudanish and Kevin Rang)
- Ways to Reduce Costs by Optimizing Existing Outsourcing Contracts and Entering into New Ones, including:
 - Working with your existing provider to relax or eliminate contractual requirements that are increasing service delivery costs without delivering commensurate value
 - Leveraging the offshore capabilities of existing and new providers
 - Making more effective use of your contract rights and contract management tools
 - Reducing cost and achieving benefits by outsourcing facilities management, procurement, knowledge management, business intelligence and other critical business functions
 - Monetizing non-core assets by selling corporate capabilities, such as call centers and captive IT centers, and entering into outsourcing contracts with the purchaser.
- 10:30-10:50 **Break**
- 10:50-12:00 **Effective and Efficient Contracting Processes: Strategies and Tools**
(Brad Peterson and Paul Roy).
- How should customers set up their negotiations processes?
 - What are the key strategic milestones in a the contracting process?
 - What project management tools and techniques are most effective in efficiently managing the contracting process?
 - How can the negotiation teams effectively transfer knowledge to the governance teams?

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12-1:00 pm Lunch and Networking

1-1:40 EU HR Strategies for the Current Economic Environment
(Guido Zeppenfeld and Bernadette Daley)

- Outsourcing as a means to cut-back workforce
 - Transfer of employees
 - Redundancies pre and post transfer
- Offshoring and "Nearshoring" under EU law
- Outsourcing for labor arbitrage under EU law
 - Changing terms and conditions
 - Pension liabilities
- HR aspects of restructuring sourcing relationships
 - Restructuring the in-scope workforce
 - Insourcing

1:40- 2:20 Offshoring Issues:

- Have Issues in India Changed How Companies Look at Offshoring to India? (Sonia Baldia)
- Outsourcing to China: Trends and Issues (Geof Master)

2:20-2:35 Break

2:35-3:45 Troubled Outsourcing Arrangements: Strategies and Tips for Managing Difficult Issues. (Rebecca Eisner/Dan Hildebrand)

- Conducting business during a troubled relationship
- How to approach a re-negotiation or restructuring
- Strategies for a successful exit
- Dispute resolution techniques
- What to do when litigation or arbitration is unavoidable

3:45-4:15 Health Check Strategies and Industry Resources (Kevin Rang)

- Strategies for Checking on the Health of Your Company's Outsourcing deals
- Industry resources: tools and service offerings

4:15-4:30 Questions and Program Close