Outsourcing Success in 2011
PLAYBOOK FOR THE CHANGING BUSINESS LANDSCAPE

PROGRAM AGENDA

May 12, 2011

8:30 am — **Registration and Breakfast**

9:00 – 9:50 am — **Adding Emerging Technologies – Cloud Computing**
Daniel Masur and Mark Prinsley
- What have we learned as the reality of cloud computing has emerged from the hype
- The coming evolutions in cloud computing
- How to recognize and mitigate key risks

9:50 – 10:10 am — **Break**

10:10 – 11:00 am — **Outsourcing in Europe – A Case Study on HR Data Management Systems Implementation**
Guido Zeppenfeld
- Mayer Brown's German partner Guido Zeppenfeld describes the issues and the process in an HR data management sourcing deal using European approaches
- How European privacy and employment regulations affect the implementation of HR data management systems
- Risks and risk management

11:00 – 11:50 am — **Moving Outsourcing to New Functional Areas**
Rebecca Eisner and Kevin Rang
- Where you can take outsourcing beyond ITO, ADM, FAO and HRO
- How to know what parts of the outsourcing model applies to new areas
- Case studies

11:50 – 12:45 pm — **Networking Lunch**

12:45 – 1:35 pm — **Managing Compliance with Laws in Outsourced Functions**
Brad Peterson and Kristy Balsanek
- Key risks and challenges in complying with laws across an extended enterprise
- Contracting concepts for allocating responsibility and risk with suppliers
- Example of managing compliance with U.S. import/export laws

1:35 – 1:50 pm — **Break**

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1:50 – 2:40 pm   **Renegotiating Existing Arrangements**
Kevin Rang and Paul Roy
- Key differences between renegotiations and initial negotiations
- How renegotiation can take a contract from good to great
- Audience discussion on what's worked and what's failed in renegotiations

2:40 – 3:30 pm   **Managing and Resolving Disputes in Outsourcing Transactions**
Linda Rhodes and Robert Kriss
- Perspectives from a deal lawyer and a litigator
- Effective due diligence for minimizing disputes
- Evaluating the relationship of the Parties and their contractual rights, including key provisions in an outsourcing agreement
- Efficiency and effectiveness in managing the dispute resolution process

3:30 – 3:45 pm   **Q&A and Program Conclusion**