Nightmare on telecom street case study

Business

Outsourcing is contracting with another company or person to do a particular function. 0 The outside firms that are providing the outsourcing services are third party providers, or s they are more commonly called service providers.

0 One of the outsourcing services that complement the need of the company is the service being provided by call centers. 2. Strategic thinking, to develop the organization's philosophy about the role of outsourcing in its activities. Outsourcing can help them have a better relationship with other companies 0 It can also help their customers have more options when making a flight reservation 3. Evaluation and selection, to decide on the appropriate outsourcing projects and potential locations for the work to be one and service providers to do it. 0 Outsourcing projects can help to provide a good service to the customers.

0 Outsourcing projects can provide a good location for the customers for easy access to the company. 4.

Contract development, to work out the legal, pricing and service level agreement (SLAM) terms. Since outsourcing service is a third party they provide a good contract to the company which both of them can benefit with each other. An SLAM pulls together information on all of the contracted services and their agreed-upon expected reliability into a single document. It clearly states tries, responsibilities and expectations so in the event of issues with the service, neither party can plead ignorance.

It ensures both sides have the same understanding of requirements. 5. Outsourcing management or governance, to refine the ongoing working relationship between the client Ana outsourcing service provokers.

Governing outsourcing in their company can help strengthen the relation. It can also help their company establish a good reputation with their costumers of the company with their clients. Outsourcing can also help their company establish a good reputation with their costumers