

# Focus Your Business with Backes Crocker

## The Offshore Outsourcing Experts

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### STRATEGIC RESOURCING

Strategic Resourcing is all about your most important asset – your people. The one business variable that truly differentiates your company is how you approach building your team. In today's business climate, you need to develop ways to protect your core talent base while still having the flexibility to survive changing economic situations. By taking a strategic approach to building your resource base you will be able to achieve control of:

- Expenses
- Staffing levels and skills
- Retention of your core employee base

Strategic Resourcing utilizes a combination of dedicated corporate resources and a pool of offshore contract resources. The offshore pool provides expansion and contraction opportunities to respond to business cycles, without affecting your permanent employees. Using offshore resources for non-core competency work minimizes costs without sacrificing skills. Your permanent employees continue to focus on your next generation of work that will maintain your edge against your competition.

### OUR BACKGROUND

We know offshore outsourcing – the principals of the company have implemented offshore outsourcing solutions for Fortune 500 companies such as **Compaq**, **BMC Software**, and **Charles Schwab** providing:

- Reduced labor costs
- Improved quality
- Retention of key permanent employees

### METHODOLOGY

We make it simple. Successful outsourcing requires a process driven approach that evaluates and defines a solution that meets your business objectives while supporting your business processes. We use a structured evaluation process to design the right outsourcing solution for your company. We have first hand knowledge of all phases of the outsourcing process:

- Identification of core competencies
- Strategic planning
- ROI analysis
- Vendor evaluations
- Contract negotiations
- Export requirements
- Quality and productivity measurement

### SERVICES

**Objective-Based Business Analysis:** Our team works with your company to understand and define the business objectives that support the use of offshore resources. Establishing the business goals provides the foundation for a successful outsourcing experience.

**Establishing the Business Process:** Our knowledge of best practices on approach and implementation gives you a customized outsourcing process that provides smooth integration with your existing operations.

**Implementing a Strategic Resource Plan:** We work with your company to develop and define an outsourcing plan that will give you maximum expense benefits and staffing flexibility. The plan covers financial analysis of labor expense management and how to assure the availability of skilled resources.

**Evaluation through Measurement:** Once your company is using an outsourced resource model, you will be able to determine how it is meeting your objectives through periodic evaluation through measurement. We give you the tools that allow you to objectively measure the effectiveness of your solution. We also recommend ways to optimize areas that are not

performing at the desired levels.

**Vendor Selection:** Selecting the right offshore outsourcing vendor is critical for the success of your business. All vendors describe their offshore facilities, management staff, and technical capabilities as the best in the industry. We advise you on choosing the right vendor for your requirements and help you establish and manage that relationship. Our vendor evaluation covers:

- Protection of your intellectual property
- Service to competitors
- Vendor's insurance and liability requirements
- Warranty of work
- Personnel qualifications and labor rates
- Training programs & who pays for them

**A combination of permanent corporate resources and a pool of offshore contract resources provide cost control, and responsiveness to business cycles.**



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