

## Outsourcing

**The crunch saw unprecedented challenges for the outsourcing sector, which have forced long-term change. Both suppliers and customers have had to adapt their outsourcing strategies in response to the economic climate. For customers, cost reduction coupled with value for money is key. Renegotiation of existing contracts is not uncommon, with suppliers under increased pressure to lower their price; and in the search for better value for money, we have seen customers continue to assess alternative delivery models.**

### Our service

Our outsourcing team is one of the largest in the UK and our lawyers are experts in their field. Ranked as a top tier practice by legal directories The Legal 500 and Chambers UK, we have been appointed to some of the most high profile and high value outsourcings in Europe in recent years.

We have the scale and expertise to advise on a full range of transactions, from the highly complex (where we have a proven record of delivering cutting-edge solutions) to more straightforward transactions.

Understanding our clients' business is central to our work ethos. Nearly all our lawyers have worked in-house or spent time on secondment enabling them to make a fuller contribution and to provide valuable insights on transactions where they advise. We feel this commercial acumen is essential to the efficiency and speed of any matter we work on. All these factors combined help our clients realise their business goals more efficiently.

### Our experience

Our team is one of the most experienced in Europe. We advise a broad range of clients on the full spectrum of outsourcing transactions including desktop outsourcing, BPO, facilities management, HR, transformational outsourcing, warehousing and logistics. Our clients cover the public and private sectors and include customers and suppliers.

We cover a huge variety of market sectors including technology, energy, telecoms, financial services, real estate, retail, broadcasting and travel.

We draw on a depth of knowledge across the firm to provide practical solutions to employment, corporate and tax structuring, asset transfer, real estate and other issues that arise on transactions.

Our services span the entire outsourcing life-cycle, from initial strategy to contract negotiation through to mid-term reviews, renegotiations and exits. We have extensive experience of off-shore outsourcing and our class-leading privacy and information

security practice understands related offshoring issues in depth.

We understand that outsourcing is not simply a tool to reduce costs of a back-office or non-core function, but a way to achieve a broad range of strategic goals such as access to new technology or "best of breed" solutions and expertise that can transform systems and business processes.

We provide our clients with professional, approachable and commercially focussed support. We identify and focus on the key issues and understand the need to keep legal issues in their proper perspective. Our solutions are practical and workable.

We take a solutions-driven approach to negotiations and strive to add maximum value to our services by being constantly alive to our clients' requirements. Our experience of acting for suppliers and customers gives us a unique insight into the issues affecting both sides, an immense advantage when it comes to participating in negotiations.

One of our key strengths is our ability to work seamlessly with our clients' in-house teams rather than in an "ivory tower". We often work alongside other advisers with a common goal of achieving the best results for our client

### A selection of our clients



**CabinetOffice**



your phone, your way

accenture



**Cognizant**



**BBC Worldwide**

**NOKIA**

**PEARSON**



**vodafone**

## Outsourcing

### Recent projects include:

- Advising a leading energy company on the outsourcing of their voice, data and mobile telecommunications requirements globally.
- Advising an international bank on its technology procurement and outsourcing programmes since 2008.
- Advising a global credit insurance company on two global technology outsourcings for desktop management and applications development.
- Acting for a large outsource provider in the negotiation of a deal with a "household name" financial services institution, to provide strategic and change management advice.
- Advising a Government department on a deal to deliver and support a global telecommunications network outsourcing worth up to £500m.

### Why choose us

#### Expertise

Our outsourcing team has a proven track record of acting on some of the most high profile and high value outsourcing transactions in Europe.

#### Market knowledge

We bring with us a strong understanding of current market practice; and knowledge of a range of customers, suppliers, sector issues and a variety of IT and BPO deals. As one of the biggest outsourcing teams in Europe, our collective experience and knowledge-sharing gives us a unique insight into the market and developments in thinking.

## Contacts



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#### Adaptable

We are happy to tailor our service to your meet your requirements; whether taking a lead or supporting role or by working alongside your in-house counsel as part of an integrated team. We will tailor the form (but not the substance) of our advice to meet your business and legal requirements, for example by providing workshops, briefing key team members, or providing written advice.

#### Quality of advice

Our advice is practical, risk-based, commercially pragmatic and legally rigorous - and delivered in plain English.

#### Value

We will offer you market competitive rates and innovative, transparent pricing structures so that you can effectively manage your costs.

#### Responsive

Above all, we are responsive to your priorities and commercial goals.

*"I have very much enjoyed working with you on this project—and I can add you to the short list I have of "lawyers with a human touch."*

**Quotation from  
Senior Representative**

*"I wanted to take this opportunity to thank you all for fantastic support that you have extended to us through this process. It's been a dynamic environment and the landscape changed many a times through the journey. Your support through this has been fantastic."*

**Quotation from  
Project Director of a leading telecommunications provider**



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