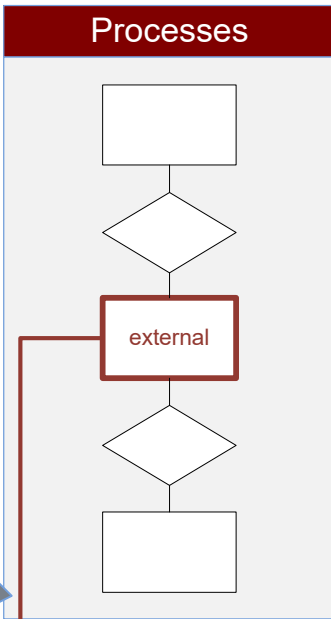


Planning the retained organization as part of an outsourcing project



Tasks

Planning of all services that will be taken over by the retained organization after the transition.

The following points in particular need to be taken into account:

- ✓ Control and coordination tasks
- ✓ Coordination of changes
- ✓ Controlling continuous improvement
- ✓ Risk monitoring
- ✓ Administrative tasks

Organisation / Skill Profile

possible positioning of the provider management

The „provider manager“ role

Responsibility:

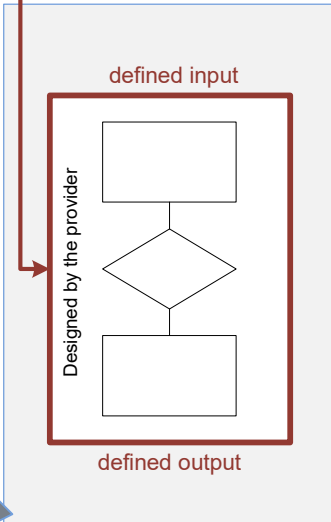
- ✓ Coordination / monitoring of the provision of services
- ✓ Mediation between provider and internal stakeholders

Competencies:

- ✓ Steering and delegation
- ✓ Generalist
- ✓ Soft skills (communication)
- ✓ Basic business and legal knowledge

The “provider manager” role must be equipped with sufficient decision-making authority!

Implementation of the planned retained organization



Implementation of all processes / adjustments, tools and operational documentation that is required for the scope.

It is particularly important to consider the following points:

- ✓ Inclusion of the contract in the SCD
- ✓ Define interfaces (both internal and external)
- ✓ Tests / piloting
- ✓ Training of employees

Handover of tasks

Entity	Provider management tasks
IT Provider Management	<ul style="list-style-type: none"> ✓ Provider Management ✓ Change Management ✓ ...
Service Level Management	<ul style="list-style-type: none"> ✓ Delivery of customer change requirements ✓ Provision of customer feedback ✓ ...
Procurement	<ul style="list-style-type: none"> ✓ Implement contract changes ✓ Supplier evaluation ✓ ...
Finance Management	<ul style="list-style-type: none"> ✓ Payment of invoices ✓ Budget monitoring ✓ Cost allocation ✓ ...
...	<ul style="list-style-type: none"> ✓ ...

Provider Management

Performance, Management & Reporting	Invoice Verification
Communication, Meetings & Escalation	Changes & Contract Reviews
Documentation	Provider Evaluation & Benchmarking
Continuous Improvement Process	Risk Management

