Outsourcing & Managed Services



ITRUVA

Copyright 2024 ITRUVA GmbH. All rights reserved.

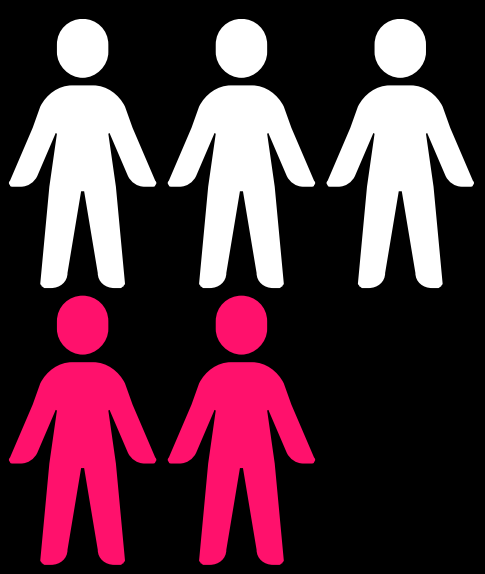
As many as

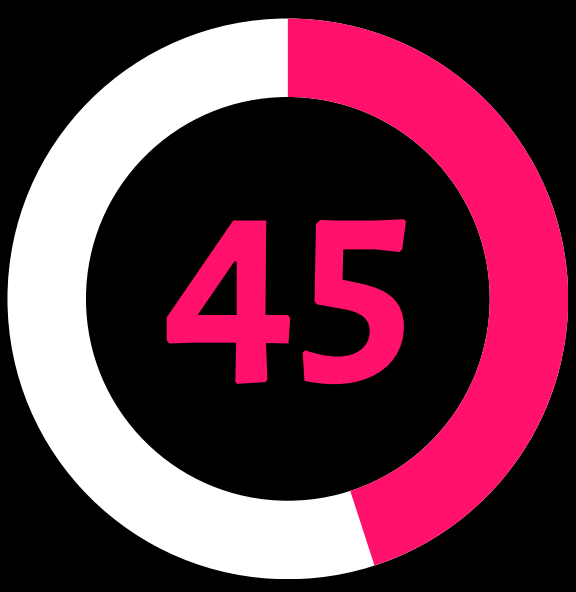
70%

of outsourcing initiatives fail to meet customer expectations

Unexpected hidden costs

2 out of 5 outsourcing clients point to hidden costs as the primary cause of failure





Negative perception

45% cite poor service or lack of flexibilty as the cause of failure

These are not problems ... they are symptoms.

ITRUVA

Copyright 2024 ITRUVA GmbH. All rights reserved.

Risk mitigation is paramount



Loss of control



Security issues



Miscommunication with vendor



Loss of internal expertise

Outsourcing initiatives fail because of:

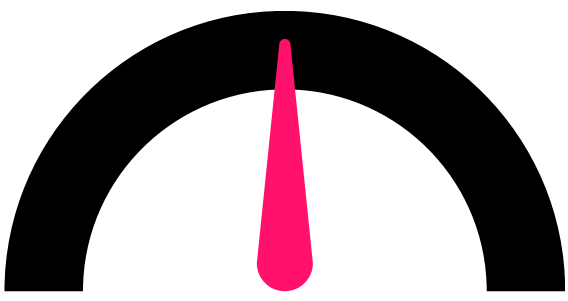
- Unclear expectations and objectives
- Poor governance
- Poor communication.

A successful outsourcing initiative depends on rigorous preparation.

ITRUVA

Copyright 2024 ITRUVA GmbH. All rights reserved.

Allocate your time effectively



About half of the project time should be devoted to preparation and transition



6-8 months

Moving services to a managed service provider is not a weekend project. Depending on the extent of the implementation, it can take months until you are at a steady state.



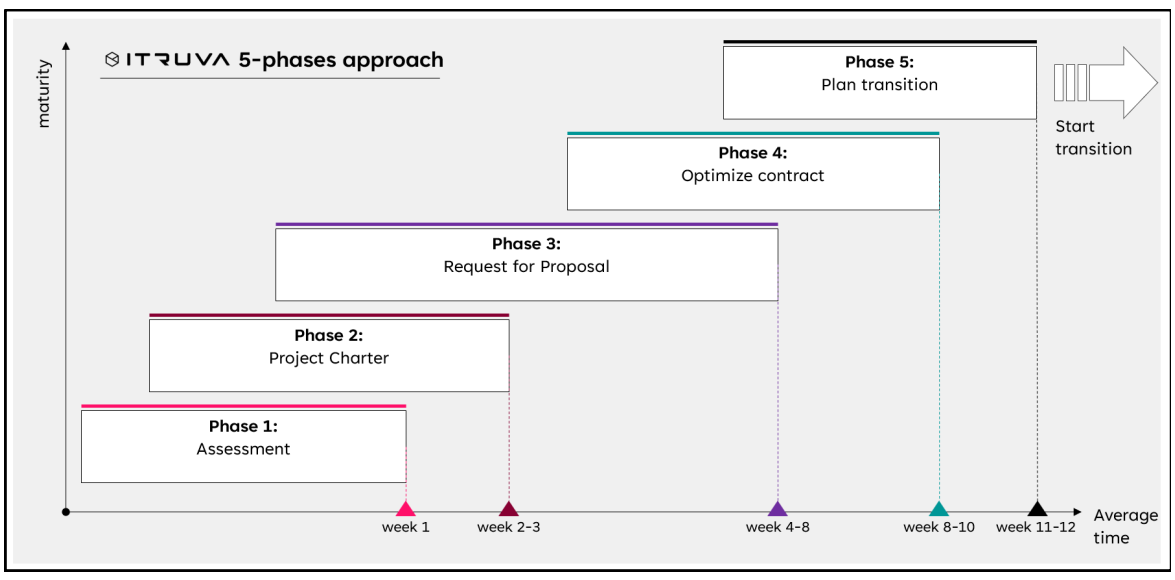
The bulk of your time should be spent on requirements gathering and transition.

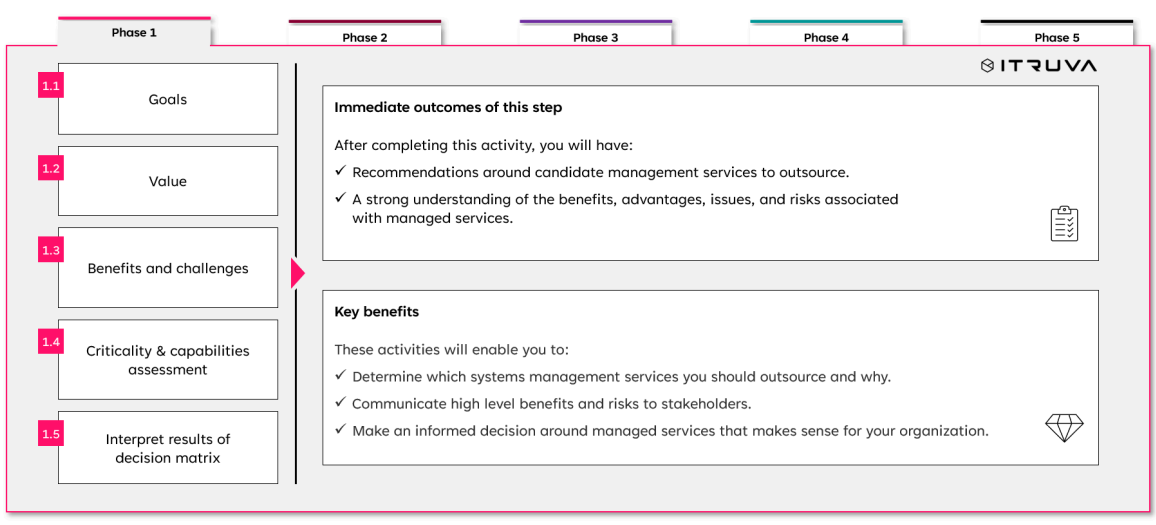
ITRUVA

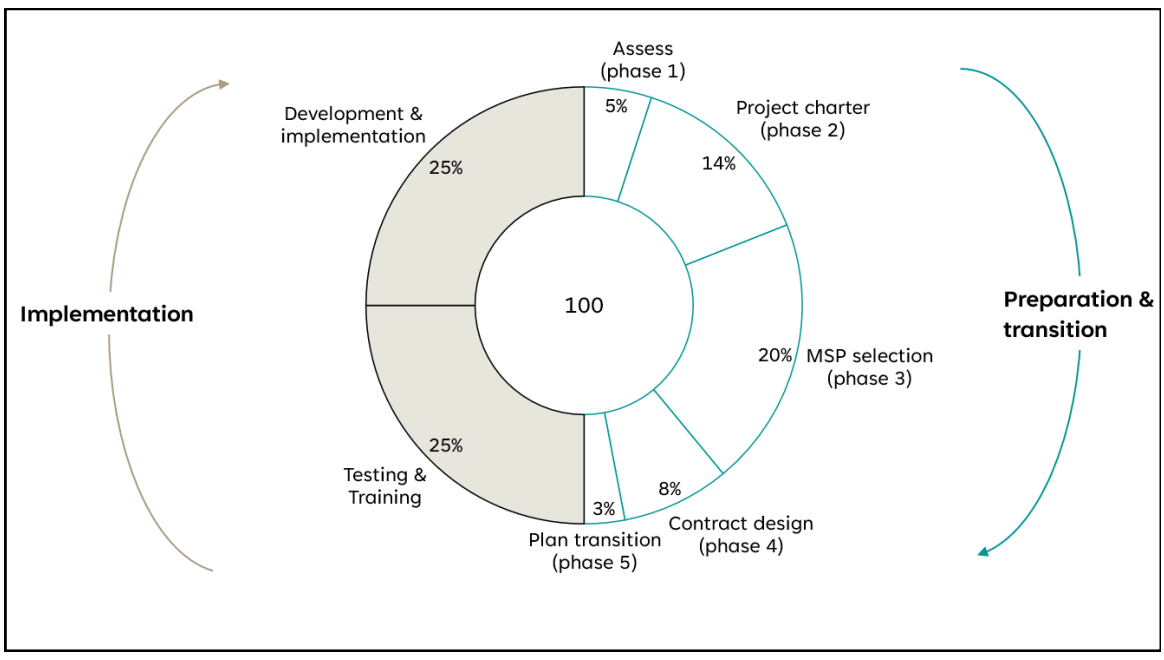
Copyright 2024 ITRUVA GmbH. All rights reserved.

5 steps to success

follow the proven structured ITRUVA approach







Most implementations take at least six to eight months before they are in a steady state, thus focusing on a structured preparation and transition is key.

ITRUVA

Copyright 2024 ITRUVA GmbH. All rights reserved.

ITRUVA

ITRUVA GmbH
Otto-Heilmann-Str. 17
DE-82031 Grünwald
Germany

www.itruva.com
www.itruva.de

+49 155 6660 4350 | value@itruva.com



Copyright 2024 ITRUVA GmbH. All rights reserved.