How to identify right outsourcing partner?

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The primary and most important step for outsourcing is deciding the services to outsource. The basic thumb rule while outsourcing is that firm should never outsource it core services. After deciding type of services to outsource the second important step is to identify right outsourcing partner. The decision of choosing right outsourcing partner is given much more importance as it directly effects quality, productivity as well as profits of the outsourcing firm and has a direct effect on ongoing projects. Thus identifying outsourcing partner is considered to be the most important task which can move any firm to heights and even depths.

Following are the few important guidelines for identification of outsourcing partner:

1. Company profile, Website and Records:

Before outsourcing one should undergo few steps of verifications and investigation about the outsourcing firm. We should go through companyâ€™s profile, its experience in providing the outsourcing services through previous records. This will give you a clear idea that our outsourcing partner suits our services or not. One should keep a track of no of clients served and projects undertaken by the outsourcing partner.

2. Taking References from Clients:

Before choosing an outsourcing partner verification is must and thus one should contact clients of the same outsourcing firm for reference. One can also go through the no of completed and ongoing projects as well as satisfied clients. This helps to get a clear idea of choosing a right outsourcing partner. Thus contacting the clients can be considered to be the best idea to judge the potential and quality of services provided by our outsourcing partner.

3 Communication:

This is one of the important points to be kept in mind while choosing outsourcing partner. One should choose outsourcing partner with whom we can easily communicate for the issues and queries and thus expecting people to incorporate the comments and queries at other end.

4.Infrastructure:

We should also check for the infrastructure and size of the outsourcing firm. For example if we are outsourcing engineering services then the outsourcing partner should have sufficient advanced softwares as well as good infrastructure.

5.Security of Project data/information:

One of the major concerns while identifying outsourcing partner is security of project data. The outsourcing firm should be trustworthy in keeping the project data and all other client details confidential.

6.Technical Competence/Expertness:

Before giving projects to an outsourcing partner one should know that the service provider possesses proper technical expertise to be able to take responsibilities of project completion. For

example for outsourcing engineering services one should check for the availability of technically sound engineers in the outsourcing firm as well as project manager who communicates with us during whole project cycle.

7.Project Execution Process/Project sequential activities:

We should be aware of the sequence of activities from start to end carried out to complete the project during the project cycle by outsourcing partner so that we can also keep a track of ongoing activities.

8.Sample services:

Before finalizing outsourcing partner we should ask for the sample projects for the required services and then we can finally confirm our outsourcing partner after going through sample projects.

Thus by following above guidelines we can easily choose a right outsourcing partner.

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