

Outsourcing – Elix-IRR and Pillsbury offering

Our experienced outsourcing lawyers and consultants have negotiated the full range of strategic sourcing transactions. Whether your issue relates to IT outsourcing, business transformation outsourcing (BTO), business process outsourcing (BPO), technology transformation, offshore services or strategic services, our outsourcing attorneys and consultants have the experience to help you achieve the best solution. We are able to help our clients shorten the sourcing cycle, speed the realization of benefits, and design lasting solutions that effectively support their strategic and operational objectives. Pillsbury has negotiated the full range of strategic transactions, including:

Information Technology Outsourcing (ITO), including infrastructure management, applications development and maintenance, desktop outsourcing, and managed network services. We invented the contract model for ITO and have led the industry in evolving that model to meet current needs. Our ValueChain method and the use of “Visual Sourcing” and “Visual Contracting” paradigms are redefining outsourcing. From the first large-scale ITO transaction ever with First City Bank in Houston, to recent high-profile transactions for American Express, J.P. Morgan Chase, and the UK Inland Revenue, the firm has been both a thought-leader and driving force for structuring and delivering high-value, strategic outsourcing relationships.

Business Process Outsourcing (BPO), including human resources, finance and accounting, facilities management, procurement, and supply chain functions. We have worked on a number of landmark transactions that have helped shape and define this emerging market. These include transactions for American Express (human resources); Cable & Wireless (supply chain outsourcing); ANZ Bank (procurement); D&B (inbound and outbound call center, back office financial processing, data acquisition and entry, and transaction processing); and the Exult relationship with BP Amoco, which was the first full-scope, global human resource outsourcing deal.

Offshore Outsourcing of applications development and maintenance (AD/M), call center functions, and various back office activities to India, Eastern Europe, and the Caribbean for clients such as Kodak, Bear Stearns, Equifax and Provident Financial. Our work in this area involves helping our clients assess and evaluate the risks associated with offshore sourcing and balance them against the economic and delivery benefits these relationships provide. We have structured offshore relationships for our clients with most of the major Indian suppliers (e.g., Tata, Infosys, Satyam, Wipro, and Cognizant), as well as the major multinational suppliers (e.g., Accenture, IBM, EDS, CSC, ACS and HP).

Telecommunications Transactions, including voice and data communication links, the acquisition of wide-area network bandwidth (so-called transport services), and the development of full-featured managed network services relationships. Telecommunications is a significant component of most of our major outsourcing transactions; consequently, our experience in this area is broad. The firm has also worked on major transactions for which the specific focus was telecommunications. Most recently we have developed substantial experience with multi label protocol switching (MLPS) and Voice-over-Internet Protocol (VoIP) transactions. Examples of transactions with a telecommunications focus include our work for Toronto-Dominion Bank (where IBM is the supplier/integrator) and for Solectron Corporation (where Sprint is the lead supplier)

Most outsourcing transactions require some human resources counseling. In order to meet this need, we rely on the extensive experience of the firm’s Employment & Labor practice as well as the knowledge and experience of our London office relating to the Acquired Rights Directive and TUPE.

In many of our current transactions, especially those involving operations in the UK and the rest of the European Union, data privacy and data protection issues are often of major significance. We have lawyers both in the US and London who are familiar with the relevant legislative enactments and administrative rules and regulations, and with the practical applications of these requirements to a wide range of sourcing transactions.

About Elix-IRR

Elix-IRR is a dynamic strategic sourcing advisory designed to help C-level executives successfully manage sourcing challenges on any scale. Elix-IRR has a team of experienced and very talented executives with a wealth of relationships and resources to manage any sourcing challenge, including proprietary software for project, bid and compliance management.

About Pillsbury

Pillsbury's Outsourcing practice is nationally ranked by 2009 Chambers USA, a leading independent guide that interviews clients to compile its rankings.