
Mumbai, India- March 11, 2010

IAOP Chapter - Outsourcing Tools & Technology Innovation Webinar

International Association of Outsourcing Professionals (IAOP), a powerful association of world's leading outsourcing customers, providers & advisors and **Sourcing Gurus**, a leading Advisory firm are teaming up to present a webinar on the **"Use of Tools to Optimize Financial Performance of Outsourcing Contracts / Relationships"** on **Thursday, March 18, 2010 from 1 - 2 pm EST, (10:30 PM IST)**.

Organizations today struggle to effectively oversee outsourcing contracts and managed services. Add on to that, data and metrics provided by vendors is huge, difficult to comprehend and provides little visibility on the exact value delivered. Vendor non-performance is difficult to diagnose and address.

Kapil Sanghi and Ratish Pandya (Principal Consultants) of Sourcing Gurus and Michael Wind (Director - IT) of Collective Brands, Inc (Payless Shoes) in this live webinar will discuss how **"Relationship Management Scorecard"** helps such organizations address their growing concerns. It is a framework encompassing all the elements of the outsourcing relationship: Financial, Delivery, Customer Satisfaction, and Resource Productivity. It provides a clear line of sight between business objectives and the critical Managed Services delivery items and showcases a quantitative and qualitative view of the outsourcing relationship health.

It will be an interactive discussion on how a "Relationship Management Scorecard" assists CIO's & IT Directors, in optimizing the financial performance of outsourcing relationships and monitoring key results.

The other Speaker in this 1-hour live webinar will be Blazent Software who will discuss the "Impact in Infrastructure Outsourcing"

If you would like to enroll for this webinar, please request for a [Guest Pass](#).