

Outsourcing

Practice area under
Technology & Outsourcing

Outsourcing is a crucial strategic decision that can optimise operations and innovation within a company. Proper management and structuring of this process are essential to achieve the desired outcomes.

The outsourcing process involves more than merely transferring functions and services; it requires a deep understanding of both technical and commercial dynamics. A successful outsourcing arrangement balances the need for the client's control over the outsourced services with the provider's need for flexibility. It also ensures alignment between the pricing model and the value of the services delivered.

A thorough and operational outsourcing contract is not a document to be filed away but an active tool that supports the business case throughout the collaboration period. Therefore, the outsourcing contract must be meticulously crafted to ensure it supports both daily operations and long-term strategic goals.

The success of an outsourcing arrangement heavily depends on three factors: Firstly, it is vital that both the client and provider are clear and transparent about their expectations regarding services, scope, pricing, and quality from the outset. Secondly, both the client's and provider's organisations must be robust enough to handle the transition and collaboration effectively. Lastly, an effective organisation and governance are crucial for monitoring and adapting the collaboration in line with changes in the client's business.

Ensuring these elements from the start of the procurement or tendering process and throughout the contract's lifespan can be challenging, but it is essential to maximise the value of outsourcing for the company. Proper management ensures that both the financial aspects and the quality of the delivered services meet expectations and support strategic objectives.

Ratings



2024 The Legal 500

Within Information Technology and within Telecoms, Plesner is a first tier firm.

"The practice provides to-the-point, pragmatic and business-oriented advice"



2024 Chambers Europe

Plesner is listed in "Band 1" as regards Information Technology.

"Plesner is a full-service law firm with a lot of highly skilled lawyers in many areas"

"The team offers timely advice and is always available for a call to help or assist"



2023 The Legal 500

Within Information Technology and within Telecoms, Plesner is a first tier firm.

"Plesner's team has mastered the art of creating major outsourcing contracts. Both in terms of negotiating the agreement but also in terms of creating a pleasant and respectful negotiation environment"

"Very strong skills and up to date knowledge with a high level of expertise and experience. Legally precise and commercially useful advice"

"The team has great insights within their area of expertise and is able to deliver very qualified advice. They are extremely competent and very friendly"



2023 Chambers Europe

Plesner is listed in "Band 1" as regards Information Technology.

"The lawyers are highly skilled and show a good commercial understanding. They are highly specialised in their areas, and the team altogether has a good breadth"



2022 The Legal 500

Within Information Technology and within Telecoms, Plesner is a first tier firm.

"The team is first of all very competent and are thought leaders within the area. They have developed the Legal Hub, that is a web tool, gathering relevant information to business people within the legal area"

"Plesner provides excellent specialist advice in IT-related matters"

"The Plesner IT practice advises from an in-house business-minded perspective, not from a distanced risk-averse mindset. They also have the technical expertise to understand the software service/product which is being licensed in/out"

"Very competent and professional service"

"High quality legal advice and very good commercial knowledge. Very short response times, continuously able to adjust if requested"



2022 Chambers Europe

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"Plesner has the depth and knowledge"

"We always experience a high level of legal and commercial insight and advice with Plesner"



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