Managing Business Support Services

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This updated edition of Managing Business Support Service is an essential guide for any organisation contemplating outsourcing services. It is equally relevant to larger SMEs, middle market companies, multi-nationals and public sector agencies and provides authoritative strategies for successfully outsourcing IT, customer services, finance, HR, logistics and other business functions; Latest management best practice set in an international context; Advice on contracting suppliers, managing the process and ensuring good governance; Recent case studies from Britannic Assurance, CESPA, Corus, Dara, Hydro One, GM Europe, Mercedes-Benz, Ontario Power, Prudential and Sprint.
Effective outsourcing and management of support services can provide companies with crucial competitive edge. However, knowing what to do outsource and what to keep in-house, then making the right choice of provider and ensuring the right management procedures are applied requires specialist knowledge. Written by leading international experts this book aims to help non-specialist managers acquire enough knowledge to understand what to outsource and then to manage the processes and get the most from their suppliers and their professional knowledge.
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