

## WHEN COMPANIES NEED TO:

- Ensure a smooth transition to outsourced environment
- Ensure realization of cost savings
- Establish controls for service performance and cost management
- Avoid future contract breakage and renegotiations

# 360 Services Transition

*A Service Offering by WillowTree Advisors*

Improving the Success Rate of Outsourcing Agreements

WillowTree provides services to enable a successful transition to an outsourced platform. Our 360 process focuses on building the basic parameters for a successful transition to an outsourced delivery model. We focus on five major dimensions:

- Process Design
- Organizational Change
- Contract Imperatives
- Service Costs Monitoring
- Service Quality Monitoring

We help you achieve these essential business outcomes:

- Sound relationship establishment
- Practical governance practices and processes
- Successful User Adoption
- Clear lines of communications between all parties

Our team has helped many firms to transition to and manage successful outsourcing relationships, establish monitoring processes and ensure financial and operational success. Our expert transition managers will team with the service provider and the client to ensure focus on the operational change management and the overall relationship governance processes.



To address your business goals, we bring together a team of experts in outsourcing agreements, operational processes, and organizational change management.

Our experts have helped clients negotiate and manage hundreds of outsourcing agreements. Our insights and experience smooth the process and ensure a successful transition to the new service paradigm.

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