



Outsourcing plans from a representative sample of large and medium-sized Nordic organisations

Comparison figures for IT outsourcing

Use and satisfaction with methods for measuring outsourcing supplier performance

Selection criteria's and satisfaction with current outsourcing suppliers

Nordic Outsourcing 2006

Measuring Outsourcing Performance

How is the performance of the outsourcing suppliers' measured by Nordic organisations?

Which are the most successful methods used by Nordic organisations for measuring and governing an outsourcing relationship?

How are Nordic organisations avoiding the pitfalls of IT outsourcing?

Outsourcing companies claim that by outsourcing, an organisation can reduce costs and enhance flexibility with maintained or improved quality of service. The satisfaction with reaching these benefits is however varying. Some clients claim to have experienced higher costs and/or reduced satisfaction among its end-users and business/organisation management while others feel outsourcing has exceeded their expectations. However, many companies and organisations, both those that claim to be satisfied and those who claim to be disappointed, base their view on often subjective impressions instead of objective data.

Methods for measuring cost and quality

In order to truly evaluate the degree of success or failure of outsourcing one must implement a process for monitoring and measuring the quality and costs of the work the outsourcing supplier is performing for the organisation.

Waagstein Research's report *Nordic Outsourcing 2006 – Measuring Outsourcing Performance* maps out Nordic companies and organisations' measurement of their outsourcing suppliers' performance. This entails looking at what they measure, how they measure and how successful various methods have been in helping the organisation to achieve its IT goals. Furthermore, the report looks at the current extent of Nordic companies and organisations use of outsourcing and their plans for the near future. This includes looking at how large share of organisations are outsourcing and how much of the IT operations that is outsourced.

Waagstein Research's report *Nordic Outsourcing 2006* is designed to:

- Enable a better understanding of how Nordic companies and organisations measure the performance of their outsourcing suppliers.
- Show how outsourcing is currently used by Nordic companies and organisations and what their plans for the near future are.

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- Give an overview of how satisfied Nordic companies and organisations are with their outsourcing supplier.
- Provide comparison figures for the size of outsourcing in Nordic companies and organisations.
- Show to what extent the measurement of outsourcing performance are contributing to reaching key IT goals.

Method

The survey, which is quantitative, has been carried out by means of a survey of leading decision makers such as CIO, outsourcing managers, CFOs and CEOs in Nordic companies and organisations in the private and public sector. The interviews were made in April 2006. The results from the survey is presented and analysed broken down by sector and size:

Sectors: *Trade, Services, Manufacturing, Public sector*

Size: *Medium-sized (25 – 100 MEUR), Large (>100 MEUR)*

Target Group

The report is written based on mainly the needs and requirements of the IT management of medium-sized and large companies and organisations in the Nordic countries. The target group of the report is primarily: CIO/IT managers, Outsourcing managers, CFOs, Purchase managers, Controllers, IT strategists, Consultants and CEOs. The report will however also be interesting for outsourcing suppliers in order to better understand their customers.

Price and delivery

The price of the report is EUR 1,950.

The report is delivered in both printed format and in a digital copy in PDF-format for free distribution within your organisation.

The report is ready for delivery.

To order or get more information contact John Karlsson at +358-40-5545333 or e-mail john@waagstein.se

Prices are excluding VAT.

About Waagstein Research

Waagstein Research is an independent research company that provides IT governance services. Our focus is on the business and financial aspects of corporate IT operations.

Our customers are large Nordic companies and organisations and our target audience is decision-makers such as IT managers, IT strategists, financial managers and controllers.

Waagstein Research's industry-specific analysis, competitive insight and strategic advice give businesses the tools they need to optimise their IT operations.

Waagstein Research AB

+46 31 811 910
info@waagstein.se
Drottninggatan 22
SE-411 14 Göteborg
Sweden

www.waagstein.se

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