



Execs In The Know

OUTSOURCING BRIEFING

WHY ATTEND?

WEDNESDAY, JUNE 12TH, 2019

Outsourcing is nothing new; however, with more provider options offering new locations, and brands needing to support a multi-channel service model, the practice of outsourcing is ever changing. Whether you are currently outsourcing, or considering outsourcing, there are many dynamics to consider and navigating the right choices for your brand can be tricky.

This daylong session will include a candid discussion with a panel of outsourcers, who will examine a multitude of questions that will be compiled by our audience in advance. After an information filled morning with our service partners, corporate attendees will have a chance to meet with only their corporate peers to discuss insights and learnings.

WHO SHOULD ATTEND?

Attendees should include corporate executives that are focused on the operational strategy and execution of customer care. This will include those that are currently utilizing an outsourcing strategy and those that are interested in the subject as a consideration for future delivery.

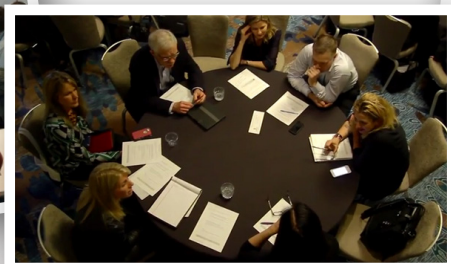
FORMAT

Questions will be sourced from the direct attendees in advance; however, we have noted below areas of discussion that our general community has expressed interest in. We expect that many of these topics will be echoed by the attendees of this session.

- Outsourcing best practices
- Positive and negatives to outsourcing
- Geographic placement of work
- Selecting the best pricing model
- Principles to create strong partnerships
- Common contract mistakes
- Contractual performance metrics
- Trends and tech to improve outsourcing
- Vendor/partner selection
- Oversight models of partner performance

LOCATION

Capital One
15000 Capital One Dr.
Richmond, VA



CLICK HERE TO REGISTER NOW!

A CANDID DISCUSSION ABOUT ALL THINGS OUTSOURCING