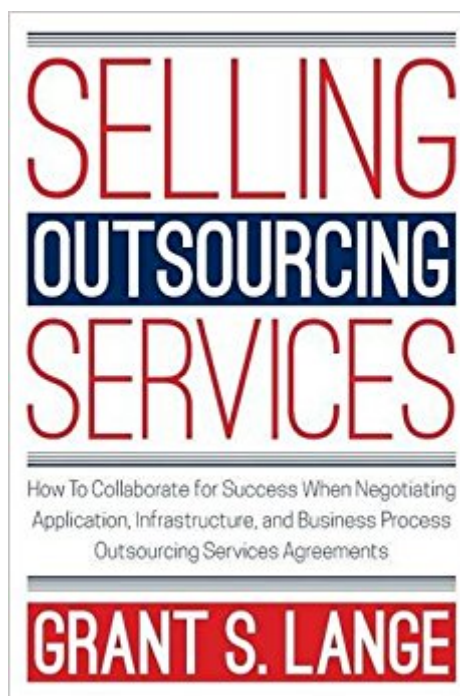




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# **Selling Outsourcing Services: How To Collaborate For Success When Negotiating Application, Infrastructure, And Business Process Outsourcing Services Agreements**



## Synopsis

The Global Business Process Outsourcing and IT Services Market exceeded \$950 billion in 2013. Every indicator points to continued growth across all geographies and market segments for the foreseeable future. In order to drive innovation and realize the full benefit and value proposition of the services being outsourced, a shift in the method by which outsourcing services are procured is a necessity. Simply put, the current sales cycle and procurement approach is inefficient across time, quality, and cost parameters. *Selling Outsourcing Services* asks difficult questions, challenges the status quo, and provides an alternative mechanism to achieve timely contract execution by shifting the focus from the consequences of failure to collaboration, partnership, and success. An IT services executive with experience negotiating complex outsourcing services agreements across all industries, Grant Lange leads you through the process of putting your best foot forward and negotiating an outsourcing agreement that will yield timely, quality, and cost-effective delivery.

## Book Information

Paperback: 284 pages

Publisher: Dog Ear Publishing, LLC (April 23, 2015)

Language: English

ISBN-10: 1457537494

ISBN-13: 978-1457537493

Product Dimensions: 6 x 0.6 x 9 inches

Shipping Weight: 14.4 ounces (View shipping rates and policies)

Average Customer Review: 3.9 out of 5 stars 5 customer reviews

Best Sellers Rank: #1,194,224 in Books (See Top 100 in Books) #95 in *Books > Business & Money > Human Resources > Outsourcing* #975 in *Books > Business & Money > Management & Leadership > Negotiating* #2910 in *Books > Business & Money > Marketing & Sales > Sales & Selling*

## Customer Reviews

Grant S. Lange is a sales and delivery executive with global experience negotiating large and complex application, infrastructure, and business process outsourcing agreements within the public and private sectors. During his career, he has negotiated IT services and outsourcing agreements that have generated in excess of \$5 billion in new sales. He is a partner at a leading IT services company and has served in a variety of leadership roles at some of the world's largest IT services, advisory, and software firms.

A well-written and no-nonsense guide to negotiating outsourcing services agreements

1. Very difficult language.2. There is nothing specific that would help to improve your business.3. I felt that author just share his thought about it but I really would not believe this book were written by a specialist in this field.4. Just expatiation how important are relationships between client (I haven't seen the word customer here) and service provider.

Most customers of outsourcing services adopt a confrontational approach. My perspective is that every customer of these services should read this book and reflect on how their approach may be hindering accomplishing their goals. Adopting the author's recommendations to prepare for success and negotiate contracts based on market-relevant standards will measurably improve the success of your outsourcing agreements. Many providers of outsourcing services contribute to the problem by taking extreme negotiating positions protecting their interests. They explain this position by pointing to the buyers extreme positions and the need to have something to give. The result of this is an ugly negotiating dynamic that destroys value and damages the relationship. If outsourcing providers would also adopt the author's recommendations negotiating would expedite and not only would the benefits of the relationship begin sooner, but the relationship would generate greater value.

This book is extremely well written. I liked the way Mr. Lange has organized the expansive content although it is far more than just "selling" outsourcing services as its title states. It really defines the basis for a strong foundation for all parties whether you are a buyer, seller or third party adviser. Throughout the book, he covers all the thoughts and approaches from all aspects of an outsourcing arrangement, even exposing all the secrets, mindsets and strategies. It is very difficult to have outsourcing services successfully defined and more importantly, delivered to in a manner where everyone is working toward the same outcomes. This book is a must read for all factions engaged in or about to engage in outsourcing services. Whether experienced or not, salespeople, negotiators, delivery professionals all the way down to the various organizations buying outsourcing services will greatly benefit from Mr. Lange's in-depth experience.

Clearly written essential guide to success for anyone new to the industry

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