



THE INS AND OUTS OF SERVICE OUTSOURCING

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Companies today outsource many of their business operations. However there is a bit of a backlash in the world today around outsourcing especially in light the global economic crisis. Much of this is a result of confusing *outsourcing* with *off-shoring*. In the service and warranty business there are many potential opportunities for outsourcing. Determining when and how this should be done is a growing challenge for companies.

We'll specifically look at opportunities for outsourcing in the warranty business. We'll compare and contrast options such as totally outsourcing the process; outsource some portions of it such as parts management or reverse logistics, or outsourcing just the software portion. An example of the latter would be using a hosted solution for claims processing.

This presentation will go over the various options for outsourcing in the service and warranty business, the pros and cons of each and the keys to making outsourcing successful.

Participants will learn the following:

- Where outsourcing is being used today in the warranty business.
- Considerations on when you should outsource your warranty business and when you should not
- The requirements and work involved in managing your warranty outsourcing providers
- The different types and levels of outsourcing of warranty. For example, you can have someone take over the whole process or you may just have someone provide software to manage claims in an outsourced manner.
- The keys to successful outsourcing your warranty, along with outsourcing pitfalls that invariably lead to failure