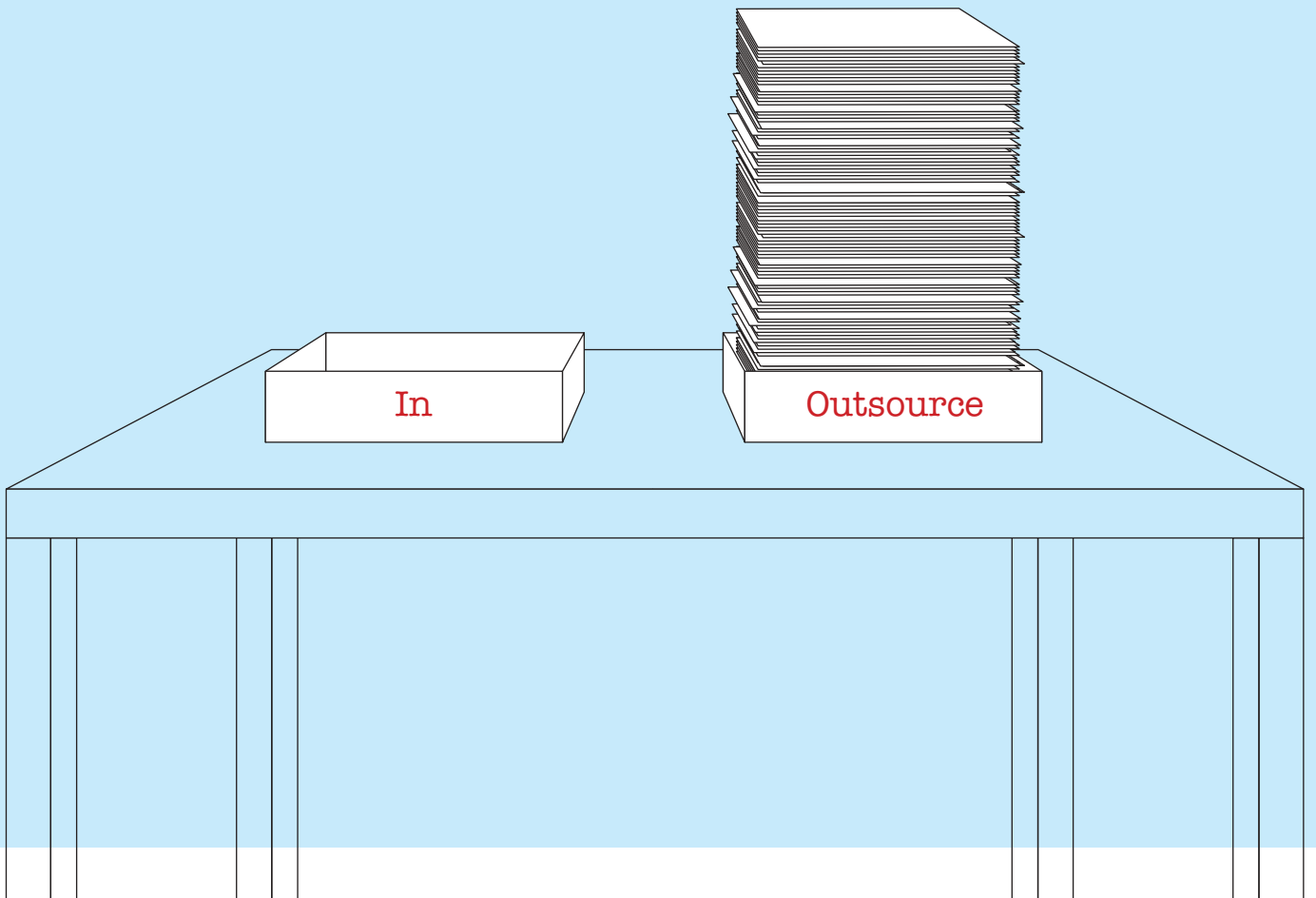


Outsourcing Trends to Watch in 2007





Unisys. We've never been a one-stop shop, so we know how to work well with other providers in the IT space," says Gavurin. "Our bread and butter is our flexibility, and in a multi-sourced environment, that's crucial."

To facilitate interactions and force a measure of consistency among outsourcing providers, companies are insisting that they follow certain standards. One measure is Information Technology Infrastructure Library (ITIL), a framework of best practices for IT services. "By using standards, the handoffs between providers become more efficient," says Gavurin. In fact, Unisys has made significant investments to build standardization around the ITIL framework. "We're implementing the management tools, process-flow tools, and connectivity necessary for processes to work correctly, end to end," says Gavurin. "More and more customers are saying upfront, 'Are you ITIL-compatible?' Clients have gotten smart about outsourcing, and we're getting smarter about it, too."

Outsourcing isn't just evolving; it's maturing. Companies are learning—some faster than others—how to use and manage it more strategically. Providers are tweaking their processes—and their business models—to help clients succeed and to help themselves win more business. And perhaps that's the most promising trend yet: Both customers and providers are discovering that you've got to work together, especially when you're working apart. ■

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