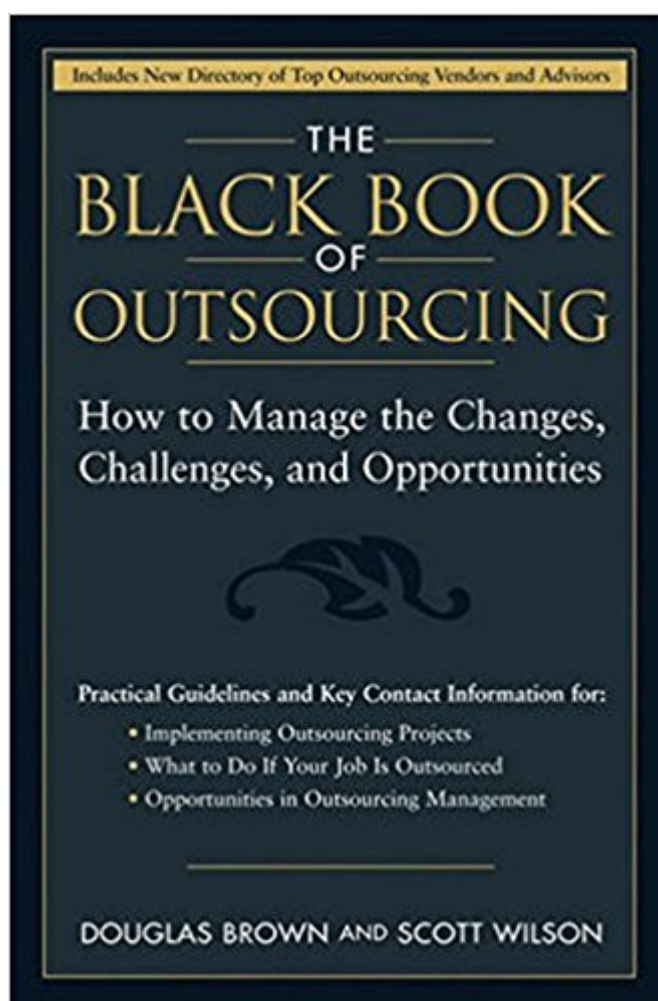


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# The Black Book Of Outsourcing: How To Manage The Changes, Challenges, And Opportunities



## Synopsis

A comprehensive guide and directory for the emerging field of outsourcing Outsourcing is the greatest organizational and industrial shift of the 21st century However outsourcing is also a controversial and emotional topic among business leaders and workers in the global business community In The Black Book of Outsourcing gurus Douglas Brown and Scott Wilson chart a course for business leaders charged with managing outsourcing initiatives and describe how those who have lost jobs to outsourcing can land on their feet by taking advantage of new opportunities in the outsourcing industry Revised for 2009 and beyond The Black Book of Outsourcing is a comprehensive guide and directory for the evolving field of outsourcing including expert advice on how to operate an outsourcing program Valuable governance checklists offshoring insights best practices and one of kind resources are featured in this bible of the outsourcing industry First published in 2005 this topical bestselling manual explores the evolution of both outsourcing buyers and suppliers Outsourcing and research gurus Douglas Brown and Scott Wilson chart a course of advice for business leaders charged with managing sourcing initiatives present a wealth of opportunities for job seekers and offer insights for entrepreneurial thinkers and investors worldwide The Black Book of Outsourcing is a comprehensive guide and directory for the emerging field of outsourcing including expert advice on how to operate an outsourcing program how to deal with the political aspects of outsourcing and how to find a career in outsourcing A controversial and emotional subject among business leaders and workers in the global business community outsourcing is fast becoming one of the greatest organizational and industrial shifts in modern history In this one of a kind resource outsourcing gurus Douglas Brown and Scott Wilson chart a course for business leaders charged with managing outsourcing initiatives and pr

## Book Information

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## Customer Reviews

A comprehensive introduction (Supply Management, 6th October 2005)

This handy guide presents an intelligent overview of the costs and benefits of outsourcing, its uses and applications, and the processes used to manage it. Endorsed by industry experts, it demonstrates how to deal with outsourcing as an emotional and political issue, shows how to update your business strategies to take advantage of outsourcing opportunities, and provides a wealth of resources for those who want to build a successful career in the outsourcing industries. Outsourcing is a hot topic among business leaders and workers in the global business community. In *The Black Book of Outsourcing*, outsourcing gurus Doug Brown and Scott Wilson demystify the subject and show executives and staffers alike how to successfully assess and implement outsourcing, communicate internally and with partners, measure performance, and lead outsourcing transitions. But more than just outlining best practices, the authors debunk some of the most persistent myths about outsourcing and its effects on the economy, and provide managers with the help they need. Most important, they equip you with a wide range of opportunities for professionals in the outsourcing industry, including new certification programs and key outsourcing vendors. *The Black Book of Outsourcing* covers every major topic and application of outsourcing, including:

- Outsourcing to meet new business challenges
- Achieving outsourcing operational excellence
- Building new revenue streams through outsourcing
- Using outsourcing to reduce corporate risk
- Developing value-creating outsourcing relationships
- Building a career as an outsourcing professional

Based on Brown and Wilson's extensive experience working with dozens of companies on every aspect of outsourcing, this book provides the practical tools and information you need to make smart decisions in planning, developing, implementing, and leading effective outsourcing initiatives. Whether managers are concerned about the emotional and political side of outsourcing or the practical side of getting it done, *The Black Book of Outsourcing* offers comprehensive coverage, practical solutions, proven tactics, and trustworthy advice.

By far the most over-hyped garbage I've ever bought. I don't need a list of outsourcing vendors in

the US, nor do I need a list of possible jobs to outsource, or a list of jobs which are 'outsourcing-proof'. I was expecting a book with sound, solid advice on how to manage outsourcing teams, partners and managers but instead I've bought pages of mindless drivel and sidebars talking about U.S state specific laws and companies, hardly relevant in a global economy. If you are an American looking for a book where roughly half of the content is absolute waste and the other half is filled with non-informative filler words everywhere go ahead and waste your money on this. Everyone else should avoid it. You can find better advice on craigslist.

I was completely new to this area and found the book informative and well laid out. Perhaps not for the experienced outsourcer, but an extremely valuable resource for someone who has not worked in this field for many years. It certainly covered all areas and aspects that might not have immediately occurred to me to factor in. Just pone note ... I purchased a used copy, and the data referenced was prior to 2002. Had I thought this through I would certainly ensure I purchased the most recent publication.

This book does not offer any significant value to anyone seriously considering the detailed aspects of outsourcing. Was extremely dissapointed in the acaademic approach to SLAs and contractual issues instead of real tangible insights into these areas. Can find better resources in free options. Will not advance your ability to execute this type of model. Not a book I would recommend.

Nice to read it. I expected more from the book, but the information posted there was useful and it confirmed to me what I already knew :).

Nice read

This book was written by two outsourcing consultants. While it has some useful information, the sales pitch (hire a consultant, hire a consultant, hire a consultant) is too much. The authors should have hired an editor. I bought their book. I would not hire them as consultants.

Bought this based on reviews. This book is a terrible collection of filler with no real information of any kind. Junk.

Haven't found it useful. I bought it thinking that I would learn something out of it. But didn't get any

value add to my knowledge about outsourcing.

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