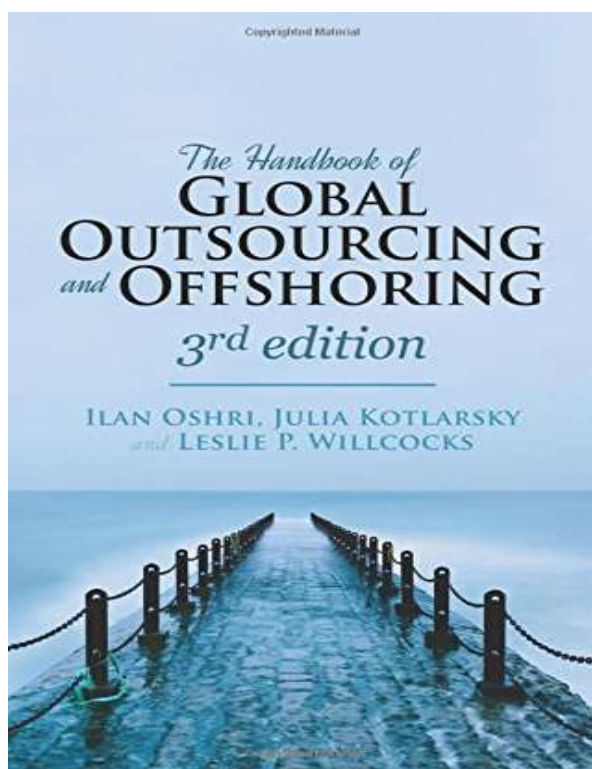




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Handbook of Global Outsourcing and Offshoring



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The expansion of outsourcing and offshoring, and the emergence of new sourcing models are challenging existing management practices. It has become increasingly important to understand the phenomena, not least as a basis for suggesting what directions it will take, its impacts, how it has been conducted, and how its management can be better facilitated. This book offers a broad perspective on various issues relating to the sourcing of IT and business processes and services in a company, national and global context.

Now in its third edition, this is the only outsourcing and offshoring book to offer a broad but coherent guide to the strategy, operations and management of ITO and BPO outsourcing and offshoring, from how to source new relationships to managing business processes in a national and global context. Readers from a wide range of industry and regions need to know how to outsource, and to build the skills to participate in and manage outsourcing from client and vendor perspectives.