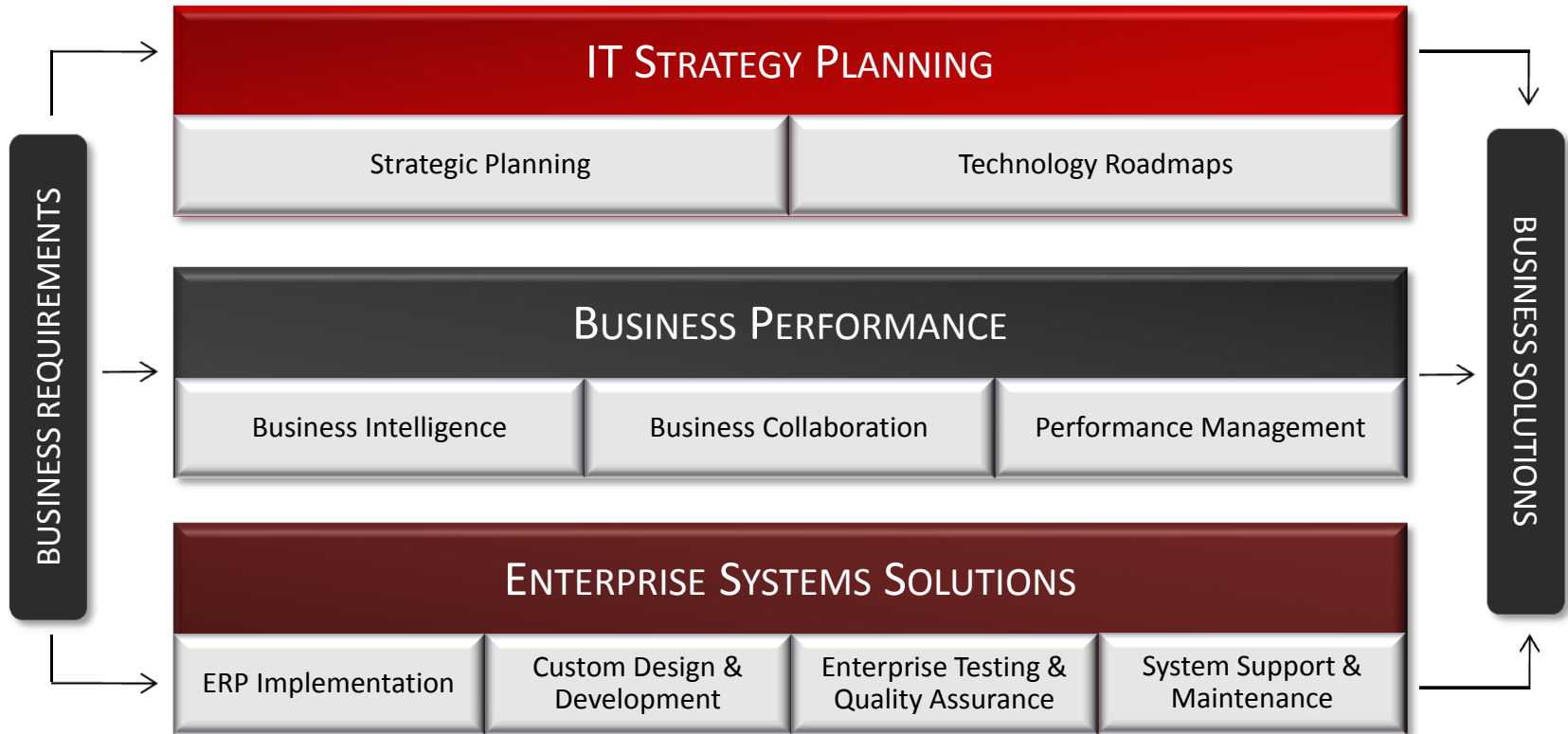


OUTSOURCING, MANAGED SERVICES &  
SYSTEM SOLUTIONS

# OUTSOURCING & SYSTEM SOLUTIONS PRACTICE AREAS



# OUTSOURCING & SYSTEM SOLUTIONS SERVICES

## OUTSOURCING SERVICES & OUTSOURCING MANAGEMENT

BCforward has developed an extensive outsourcing approach, one with a repeatable record of yielding positive results for our clients. We rely heavily on proven processes and technology to reduce cost, improve performance and increase customer satisfaction. Over the past decade, our team has grown adept at optimizing IT assets and services to managing outsourcing service engagements for global and national organizations.

### MANAGEMENT SERVICES FRAMEWORK (MSF)

BCforward executes its outsourced engagements through a well-defined, custom-developed set of processes, policies, procedures, standards and templates.

### PMO MANAGEMENT & OVERSIGHT

The Project Management Office (PMO) is responsible for the ongoing management and oversight of all BCforward engagements and resources, acting as the primary point of contact for the engagement.

### ENGAGEMENT GOVERNANCE

BCforward establishes a customized governance structure for each outsourced engagement. This ensures the health of the relationship is maintained, while identifying opportunities to improve efficiency and reduce cost.

### PERFORMANCE MANAGEMENT

BCforward utilizes SLAs, KPIs, training and knowledge management to ensure quality of service and to provide a mechanism for monitoring and measuring performance.

### GLOBAL SOLUTION CENTERS

Regardless of the specific need, each of our customers desires effective solutions to improve business performance and customer satisfaction. BCforward has responded to this need by developing global Solution Centers for IT outsourcing.



# SHARED SERVICES

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## SHARED SERVICE MODEL

Shared Service Center (SSC) is a core component of BCforward's Managed Service Model. Our SSC model is flexible and has been used to support technical and service environments ranging from quality assurance testing, technical writing, application support all the way through to data / application migration projects. The framework includes processes for knowledge management, including training, standards and technology tools and process management, and it facilitates impact analysis, quality measures, and effective use of resources across projects. The organizational structure of a SSC is flexible and typically includes a small central coordinating team plus dotted-line reporting relationships with multiple distributed teams.

BCforward's SSC Framework includes a comprehensive approach that addresses the following key goals and objectives:

- Establish the SSC to align with the business requirements with measurable checkpoints
- Manage change in terms of people, process, technology, pace of change and organization structure
- Align stakeholders and process owners to SSC strategy
- Define or leverage available methodologies and best practices
- Provide reusable tools and templates
- Ensure consistency of SSC projects with applicable corporate standards
- Provide expertise in the use of the process and selected tools
- Provide a flexible resource model that meets the SSC strategy
- Provide governance for all projects



# SUPPORT MODEL

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BCforward believes that the components necessary to provide outsourced services for clients requires an Application Management Services Framework (AMSF). The BCforward policies, procedures, standards and templates required to support this scope of work are defined within the AMSF document and include:

- ❑ **Foundation for AMSF** – describes the industry-leading frameworks and best practices BCforward has leveraged for its AMSF
- ❑ **Project Management Approach** – describes how BCforward will leverage its proven project management practices to deliver the scope of services to clients.
- ❑ **Human Resources Approach** – defines BCforward’s HR approach and how it will support client engagements.
- ❑ **Knowledge Management Approach** – outlines BCforward’s methodology to ensure that engagement resources are properly trained on each client engagement.
- ❑ **Service Request Approach** – defines the approach to support the implementation of services for the client engagements.
- ❑ **Application Support Bullpen Approach** – details how BCforward will apply its resources and traditional IT applications to support client engagements.
- ❑ **Change Control Standard** – describes how BCforward will handle the process of communicating, coordinating, scheduling, monitoring, and controlling changes within applications supported with client engagements.
- ❑ **Documentation Standard** – describes how BCforward will manage documentation related to client engagements.