



# The Black Book of Outsourcing: How to Manage the Changes, Challenges, and Opportunities

*By Douglas Brown, Scott Wilson*

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### Editorial Review

#### Review

“...a comprehensive introduction...” (*Supply Management*, 6th October 2005)

#### From the Inside Flap

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.

#### From the Back Cover

#### PRAISE FOR THE BLACK BOOK OF OUTSOURCING

"The *Black Book of Outsourcing* moves beyond the rhetoric and offers specific strategies for those choosing to outsource and for those whose careers have been impacted by outsourcing. Outsourcing is a reality. This book shows companies and workers alike how to turn it into an opportunity."

—Thomas J. Donohue, President and CEO, United States Chamber of Commerce

"An exhaustive, in-depth look at one of the most pressing competitive issues of our time. Required reading for all executives who hope to survive in the global economy."

—Joseph P. Quinlan, Chief Global Economist, The Johns Hopkins University

"This book will help you gain an understanding that in the new global, high-tech economy, there's no cruising altitude."

—Robert Reich, Former U.S. Secretary of Labor, Clinton Administration

"Outsourcing is not a fad, but an important shift in how business is done in the global economy. As a global outsourcing leader, Capgemini understands the importance of being informed in making any outsourcing decision. The Black Book of Outsourcing provides a wealth of information on how to get it right."

—Terry Jost, North American Outsourcing Leader, Capgemini

"The Black Book of Outsourcing offers fresh, organized thinking on one of the most vexing and emotionally charged business challenges."

—Ashish Arora, Professor, The Heinz School of Public Policy and Management, Carnegie Mellon University

"This book challenges readers to re-evaluate their preconceived notions about outsourcing."

—J. Brian Quinn, Buchanan Professor of Management Emeritus, Tuck School of Business, Dartmouth College

"This is, without question, the most comprehensive publication on outsourcing. It's destined to become the most regarded source of essential outsourcing information and practice. The Black Book of Outsourcing is the most important outsourcing investment you can make."

—Ward Holland, Vice President, Strategic Initiatives and Corporate Development, Wachovia Corporation

## **Users Review**

### **From reader reviews:**

#### **Ashley Mansfield:**

Book will be written, printed, or descriptive for everything. You can recognize everything you want by a publication. Book has a different type. As you may know that book is important issue to bring us around the world. Alongside that you can your reading proficiency was fluently. A guide The Black Book of Outsourcing: How to Manage the Changes, Challenges, and Opportunities will make you to become smarter. You can feel considerably more confidence if you can know about everything. But some of you think that will open or reading a book make you bored. It's not make you fun. Why they may be thought like that? Have you looking for best book or acceptable book with you?

#### **Ricky Bodkin:**

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that, it is possible to give for each other; it is possible to share all of these. Book The Black Book of Outsourcing: How to Manage the Changes, Challenges, and Opportunities has simple shape but you know: it has great and massive function for you. You can look the enormous world by open up and read a e-book. So it is very wonderful.

**Kent Brown:**

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**Jason Davis:**

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