



Gartner Outsourcing & IT Services Summit 2009

15 – 16 June 2009, London | europe.gartner.com/outsourcing

Suggested Timetable for Financial Services Professionals at the Gartner Outsourcing & IT Services Summit, June 15-16, 2009

Practical Outsourcing – Balancing Cost Optimization with Performance Improvement

With cost-cutting at the top of every board agenda, the first two questions on almost everyone's mind are, "What can we outsource?" and "How fast?" But letting cost alone drive outsourcing decisions can be a dangerous game. Those who have done just that have found their capacity to improve, innovate and adapt severely restricted.

The Gartner Outsourcing & IT Services Summit is here to help. This year's theme says it all: Practical Outsourcing – Balancing Cost Optimization with Performance Improvement. Invest two days with us for a deep dive into the strategies, tactics, state of the market and players, deal structures and SLAs. A completely new, four track agenda covers it all – sourcing strategy; the IT services marketplace; vendor evaluation, negotiation and management; business process outsourcing; and global sourcing.

As a Financial Services Professional, there are certain topics covered at this event that are likely to be of particular interest to you. Below is a suggested agenda that you can follow during the event. We hope you find this useful. Please note that this timetable is a suggestion and other presentations will be relevant to you depending on your role and your organization's focus on outsourcing. Please visit www.europe.gartner.com/outsourcing to see the full agenda, and use the Agenda Builder Tool to plan your own specific timetable for the summit. We also suggest that you avail of the many opportunities to network with your peers at workshops, roundtables and designated networking points.

Sunday, 14 June 2009

18:00 – 19:00

Registration & Information

Monday, 15 June 2009

07:30 – 08:00

Registration & Information

09:00 – 09:10

Introduction to Gartner's Outsourcing & IT Services Summit 2009

09:10 – 09:40

Opening Keynote: The European Outsourcing and IT Services Scenario: Insight for a Turbulent Market

2009 and 2010 will be a key period of time for the Outsourcing and IT services market in Europe. Organizations' focus on IT cost reduction is coupled with requirements for business performance improvement and step changes in speed and flexibility. Service providers face a sea of threats and opportunities: new outsourcing prospects as well as renegotiations, the rise of alternative delivery models, balancing price reductions with an increase of requirements. We examine a market that will be

characterized by large successes, failures, consolidation and acquisition.

Ian Marriott and Claudio Da Rold,
Gartner

09:40 – 10:30

Gartner Keynote: Multisourcing Today: Techniques for Optimizing Cost Containment and Performance Management

Gartner research shows that outsourcing deals predicated on cost savings alone are doomed to fail and that forecasted savings are seldom achieved long term. But in an environment of unstable business conditions where business stakeholders continually demand more for less, what techniques can be applied to drive cost improvement without compromising vendor performance and business outcomes?

Linda Cohen, Gartner

10:30 – 11:00

Refreshment Break

11:00 – 11:45

Panel Discussion: Service Industrialization, Partnerships and Other Market Trends

Dynamic market changes, linked to a turbulent global economic crisis, create many challenges for buyers and sellers of IT services alike. This panel discussion, featuring senior executives from some of the leading providers, and executives from some of their key customers, will address these challenges. Questions will be posed by both Gartner analysts and the audience, and topics will include pricing trends, business innovation and renegotiations, alternative delivery and acquisition models, the importance of global delivery models, partnering between service providers, and best practices to ensure strong relationships between service providers and their clients.

Jos Schoemaker, COO, Getronics
Sam Kingston, CEO, T-Systems
Paul Klaver, IT Executive: Production, Ops & Service Delivery, OMSTA
Technology, Old Mutual Group

Monday, 15 June 2009 (continued)

11:45 – 12:30

Guest Keynote: Does the IT Department Have a Future?

Outsourcing has an important role to play in the IT industry. But if there is a power imbalance between the service providers and the IT departments, then either or both parties are likely to spiral rapidly into oblivion. This keynote explores a number of scenarios in respect of the IT department's future, detailing what can be done to ensure that both IT departments and IT service providers remain strategically relevant.

Ade McCormack, Advisor, Author and Financial Times Columnist

12:30 – 13:45

Lunch and Networking for Industry Peer Groups in the Solution Showcase

13:45 – 14:35

Data Center Outsourcing and Infrastructure Utility in Europe: The Market, Players and Best Practices

Data center outsourcing is a viable and satisfactory sourcing option in Europe. However, intense development is occurring on several fronts: consolidation, virtualization, remote management, green IT and overall service industrialization. We will present Gartner's new Magic Quadrant and a comparison of the infrastructure utility offerings of the major players that are at the forefront of this evolution.

- Who are the key service providers for data center outsourcing services in Europe?
- What are the new industrialized offerings available in the European outsourcing market?
- What benefits and challenges are customers reporting and best practices emerging?

Claudio Da Rold, Gartner

14:35 – 15:15

Sponsor Presentation of your choice

15:15 – 15:45

Refreshment Break

15:45 – 16:30

Best Practices Panel: Renegotiating Contracts in Tough Economic Times

In tough economic times, organizations tend to focus on one thing when renegotiating their contracts: cost. However, it's equally important to lay the ground for the future by focusing on flexibility, service and service level evolution and improved alignment between all sourcing parties. This panel from Gartner's Best Practices Council will share their suggestions on optimizing contracts during renegotiations. Topics include:

- Finding an optimal mix between cutting cost and optimizing contracts.
- How to prepare for contract renegotiations with providers.

- Identifying the biggest opportunities for cost optimization in a "next generation" outsourcing deal.

Tomas Elken, Ericsson AB; Jim Reed, Rolls Royce; Lothar Schäfer, SKF GmbH

16:40 – 17:30

Picking the Right Country Destination for Offshore Services

The drive towards globalization, combined with the prevailing economic crisis, has created a series of complex choices for organizations that choose to take advantage of global service delivery options. Developing an approach to the selection of the optimum offshore locations has become a critical competency. This presentation provides a roadmap to making the right choices in uncertain times.

- Which are the leading locations for offshore services?
- How do you select among the various offshore locations?
- How do you manage the risks?

Ian Marriott, Gartner

17:40 – 18:10

Sponsor Presentation of your choice

18:10 – 20:00

Networking Reception

Tuesday, 16 June 2009

08:00 – 08:50

Contracting in a Globally Sourced World – Understand the Pitfalls and How to Avoid Them!

Structuring an effective outsourcing contract in a globally sourced world can be a harrowing experience. In this presentation, we look at the critical contractual components for a global sourcing deal and some new areas to contemplate when "going global" for services.

- What outsourcing contract elements are needed for a successful global deal?
- What global sourcing risks can be mitigated by effective contract terms and conditions?
- What are the impacts of a global sourcing contract on your enterprise?

Helen Huntley, Gartner

09:00 – 09:30

Sponsor Presentation of your choice

09:30 – 09:50

Refreshment Break in Solution Showcase

09:50 – 10:40

Global Sourcing: State of the Market and Future Trends

Global Sourcing has been one of the most dynamic aspects of the outsourcing industry for several years. The last 12 months have seen an accelerated focus on global delivery, together with the emergence of some major challenges. In this session, we examine the latest trends in this rapidly evolving marketplace.

- What are the major trends and drivers for offshore services?

- What role does nearshore play in supporting European operations?
- How will global delivery move to the next stage in its evolution?

Ian Marriott and Gianluca Tramacere, Gartner

10:50 – 11:40

European Application Services Scenario: Trends, Decision Making and Best Practices

Emerging trends in the European application services market are changing how services are bought and provided. The need increases to validate solutions (from application outsourcing to SaaS) and providers (local, regional and global) against their merits in the European market. This presentation will help buyers to leverage Gartner's best practices in selecting the most suitable solution and providers in Europe.



Tuesday, 16 June 2009 (continued)

- What are the latest developments in application services in Europe?
- Which providers are relevant for buyers in Europe?
- What are the best practices to engage successfully with these providers?

Gilbert Van der Heiden and Michael von Uechtritz, Gartner

11:50 – 12:20

Sponsor Presentation of your choice

12:20 – 13:20

Lunch in the Solution Showcase

13:20 – 14:10

Critical Success Factors in Managing BPO: Lessons Learned from the Front Line

Here we review the lessons learned and critical success factors for management of BPO deals. We examine what has worked well for other BPO practitioners and what they would do differently in managing their BPO vendors, such as BPO sourcing management funding and engineering contract upgrades to drive continuous process improvement. Learn from the experience of some of the world's leading BPO buyers.

- Key lessons learned in managing BPO.
- Critical success factors in making the relationship work.
- How BPO can be future-proofed and responsive to business changes in a multi-year deal.

Jim Longwood, Gartner

14:20 – 15:00

Legal Panel: Developing Flexible Deals To Positively Manage Change – a Legal Perspective

The economic downturn is forcing organizations to consider outsourcing initiatives as a key vehicle to aggressively cut cost. While this could potentially deliver short term benefits, there is a risk that 2009 will become a “great year” for bad outsourcing deals. To avoid constant deal renegotiation, providers and clients must focus on drafting contracts that will provide for change and flexibility, particularly when the recovery turns their focus to business growth.

Kit Burden, DLA Piper; Ian Ferguson, Allen & Overy LLC

Or

Case study: Aviva/Norwich Union: How and why Aviva Contracted for a Transformational Data Center Outsource

Aviva is the world's fifth-largest insurance group and the biggest in the UK. In 2007, Aviva UK carried out an end-to-end benchmark of its IT function. As a result, Aviva decided to outsource its data centers and signed a 10 year deal in 2009. This presentation will deal with the following:

- Outline the situation that prompted Aviva to explore outsourcing its UK data centers
- Describe the contracting approach
- Explore the benefits of the contract
- Outline the challenges faced and what now needs to be done to ensure the success of the contract
- Examine how a standardization approach is expected to contribute to cost optimization

Alastair Mathie, Strategy Manager, UK IT Services, Aviva

15:00 – 15:30

Refreshment Break in Solution Showcase

15:30 – 16:15

Guest Keynote: Creating a Self-Funded Project to Transform IT

Phil Pavitt was appointed as Group CIO for Transport for London (TfL) in early 2007 and in less than 24 months he and his team have made significant cost improvements. A pragmatic and self-funded investment strategy was required to address the organisation's infrastructure, which had legacy issues relating to the assimilation of 13 individual companies into one. Phil will explain how, by integrating systems, rationalising datacentres, reducing TfL's software estate, applying due diligence to vendor agreements and reviewing outsourcing arrangements, he has implemented TfL's second largest cost savings project, and is due to hit cost-savings of £55 million in 2009/10.

Phil Pavitt, Group CIO, Transport for London

16:15 – 17:00

Gartner Keynote: IT as a Service – Outsourcing Initiatives: Balancing Excellence, Innovation and Cost

Business demands and cost pressures are increasing. Outsourcing clients want more from their deals, including reduced cost and better/faster delivery of services. In this presentation, we examine the realities and myths about outsourcing and how you can get what you expect from the deal.

Helen Huntley, Gartner

17:05

Conference Close

