



## Gartner Outsourcing & IT Services Summit 2009

15 – 16 June 2009, London | [europe.gartner.com/outsourcing](http://europe.gartner.com/outsourcing)

### Suggested Timetable for Healthcare and Pharmaceutical 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 Healthcare or Pharmaceutical 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](http://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

### Chaos to Control: The Emergence of IT Vendor Management

Vendor management is emerging as a critical discipline in leading organizations. Too many organizations have relied on ad-hoc vendor management, leading to a lack of pricing competitiveness, suboptimal vendor performance and diminished vendor value. This presentation will present best practices in vendor management design, organization, and driving improved vendor performance.

- What is driving the emergence of vendor management?
- What does a good vendor management structure look like?
- How can vendor management improve vendor performance?

**Chris Ambrose, 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

### European Consulting and Integration Scenario: Trends, Decision Making and Best Practices

Emerging trends in the European Consulting and System Integration (C&SI) market are changing how services are bought and sold. The need for the right processes in selecting and working with service providers is critical. Organizations need to address this by setting goals, structuring the contract and managing the deal. This presentation will help buyers to achieve the best results when working with C&SI providers in Europe.

- What are the latest developments in C&SI services in Europe?
- Which providers are relevant for buyers in Europe?
- What are the best practices in C&SI projects?

**Susanne Karlsson and Michael von Uechtritz, Gartner**

09:00 – 09:30

### Sponsor Presentation of your choice

09:30 – 09:50

### Refreshment Break in Solution Showcase

09:50 – 10:40

### The Practical Approach to Lean, Effective Multisourcing

The business scenario raises concerns and the service marketplace is getting more complex. Specific management competencies are necessary to deal with multisourcing complexity and to make it both lean and effective. This presentation introduces 10 multisourcing management competencies, explains why they are critical for taking multisourcing to the next level and discusses options for their practical implementation in the organization.

- Why does multisourcing management require certain specific competencies?

- What are those key multisourcing competencies and why are they critical?
- What does lean and effective multisourcing management look like?

**Frank Ridder, Gartner**

10:50 – 11:40

### Contracting for Utility Services: Flexible, Measurable and Now

Once you cut through the technology innovation and hype, infrastructure utility and cloud computing are industrialized services delivered by a third party provider. Using infrastructure utility for SAP and some of the emerging cloud infrastructure offerings as examples, this presentation highlights emerging best practices and contractual elements that are specific for these services.

- What are current examples of infrastructure utility and cloud computing services available in the market?
- What are the standard contracting attributes for these services?

## Tuesday, 16 June 2009 (continued)

- What can organizations do to prepare for successfully contracting industrialized services?

**Neil Rickard and Claudio Da Rold,**  
Gartner

**11:50 – 12:20**

**Sponsor Presentation of your choice**

**12:20 – 13:20**

**Lunch in the Solution Showcase**

**13:20 – 14:10**

**Help Desk and Desk Top Outsourcing Services in Europe**

The help desk and desktop outsourcing markets are rapidly evolving under the influence of trends such as global delivery, standardization, automation and virtualization. Here we describe the market evolution, position key providers in the European scenario and describe key challenges organizations will be facing in help desk outsourcing relationships.

- What are the key trends shaping the help desk and desktop outsourcing market?
- Best practices for help desk and desktop outsourcing
- How are the major providers positioned in the European marketplace?

**Gianluca Tramacere,** 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 presentation of your choice**

**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**

