



May 3-5 | Las Vegas, NV | Mandalay Bay Resort & Casino | gartner.com/us/gsip

Gartner Global Sourcing Invitational Program 2009

A tightly-focused, invitation-only forum dealing with today's unique sourcing challenges...and their solutions

Agility. Innovation. Growth. These are the deliverables you can be getting from your global sourcing initiatives. But new delivery models, expanded offerings, rapidly changing players and an ever-enlarging number of offshore and nearshore markets create greater choices and uncertainty.

How do you make sense of this new world? By attending **Gartner Global Sourcing Invitational Program, May 3-5, 2009, in Las Vegas.**

Attendance is strictly **limited to 80 like-minded sourcing executives**, meeting key criteria. If you qualify, you'll receive an all-expense-paid package to the Program and participation in a unique mix of Gartner-led presentations, keynote sessions, and exclusive boardroom case studies on the services and products that define today's global sourcing market. Your guides: top flight service providers and Gartner's own team of global sourcing analysts.

(See back panel for complete package details or visit gartner.com/us/gsip to verify eligibility.)

Agenda

SUNDAY, MAY 3

12:00pm	Conference Registration	
2:00pm	Welcome & Orientation	
	Summit Tutorials (please select one tutorial)	
3:00pm	IT Services Market Leaders	Using Benchmarking as a Cost Optimization Tool
	Summit Tutorials (please select one tutorial)	
4:15pm	Renegotiation Strategies for Success	Using Standards and Methodologies to Improve Outsourcing Performance
	Summit Tutorials (please select one tutorial)	
5:30pm	Selecting Service Providers in Uncertain Times	How to Manage Security and Privacy Challenges When Going Offshore

MONDAY, MAY 4

7:00am	Attendee Breakfast
7:45am	Welcome Address and Keynote Session: Multisourcing Today: Techniques for Optimizing Cost Containment and Performance Management – <i>Linda Cohen, Gartner VP Distinguished Analyst, and Chris Ambrose, Gartner Research VP</i>
9:15am	Keynote Session: End-User Panel: Making Outsourcing Work: Lessons Learned from the Trenches – <i>Mike Lafford, Gartner GVP, and Linda Cohen, Gartner VP Distinguished Analyst</i>
10:30am	Sponsor Case Study Presentations
11:45am	Attendee Lunch & Solution Showcase Dessert Reception
1:00pm	Sponsor Case Study Presentations
3:00pm	Solution Provider Sessions & Case Studies
4:00pm	Track Session: Contracting in a Globally Sourced World – Understand the Pitfalls and How to Avoid Them! – <i>Helen Huntley, Gartner Research VP</i>
5:00pm	Solution Showcase Reception

TUESDAY, MAY 5

7:00am	Attendee Breakfast
8:00am	Keynote Session: Focus on Skills That Can't Be Outsourced – <i>Daniel Pink, Author, "A Whole New Mind: Why Right Brainers Will Rule the Future"</i>
9:15am	Track Session: Governance, Due Diligence and Risk in Global Sourcing – <i>Partha Iyengar, Gartner VP Distinguished Analyst</i>
10:30am	Sponsor Case Study Presentations
11:45am	Attendee Lunch & Solution Showcase Dessert Reception
1:00pm	Sponsor Case Study Presentations
3:45pm	Case Study Panel: Gartner Update on China & Client China Sourcing Experiences
4:30pm	Hospitality Suites

Agenda as of February 19, 2009, and subject to change.

For complete Program details and to apply, visit gartner.com/us/gsip

Tutorials

IT Services Market Leaders

This session reviews the Gartner methodology for vendor evaluation and spotlights key IT services markets to demonstrate how Magic Quadrants and Marketscopes can be used to analyze competitive positioning, understand major market trends, and improve vendor selection.

Matt Goldman, Gartner Research VP

Using Benchmarking as a Cost-Optimization Tool

Benchmarking is an important cost-optimization tool that clients can use to evaluate and manage an outsourcing deal between themselves and the External Service Provider (ESP). In this current economic downturn, clients should ensure that the outsourced deal's price and service levels remain fair and competitive. This tutorial shows how to use benchmarking as a tool to validate ESP price and performance and offers advice on how to make adjustments as needed.

Kris Doering, Sr. Director of Consulting, Gartner

Richard Matlus, Gartner Research VP

Renegotiation Strategies for Success

Heading into renegotiations without fully understanding the strengths and weakness of both contractual parties can put you at a unique disadvantage. This presentation identifies how to approach renegotiations, with insights into the advantages and risks encountered by both parties.

- How do service recipients best position themselves for renegotiation success?
- What are the risks and impacts of renegotiation for both sides of the deal?

Helen Huntley, Gartner Research VP



Using Standards and Methodologies to Improve Outsourcing Performance

Repeatability of service delivery is critical in delivering consistent, reliable, and cost effective services. With business demands more dynamic and unpredictable, and services more complex, simple delivery processes are not enough to assure the expected performance levels. The challenge is then to adopt specific mechanisms – methodologies, frameworks, standards and toolsets – that will simplify service delivery and improve outsourcing performance.

- Which standards and methodologies will help deliver services?
- What are the practical steps in the evaluation of providers' methodologies?
- How can they be applied to achieve high performance?

Rich Matlus, Gartner Research VP

Selecting Service Providers in Uncertain Times

Successful outsourcing requires following a set of proven processes during the vendor evaluation and selection phase. In uncertain times, certain parts of the process – like due diligence, security concerns, cost management and risk management – require special attention. This session examines best practices for conducting an effective provider evaluation with a special focus on today's marketplace.

- How do you evaluate sourcing providers?
- What are best practices for developing an evaluation document?
- Which are the successful processes used to evaluate service providers?

Dane Anderson, Gartner Research Director

How to Manage Security and Privacy Challenges When Going Offshore

Here is a brief update on China as a destination for off-shore services along with a client presentation showcasing an enterprise's sourcing experience in that country.

- What is the current state of buyer demands and supplier offerings?
- What does the future hold?
- What are some real-life experiences of enterprises currently sourcing in China?

Arabella Hallawell, Gartner Research VP

Keynote Sessions

Focus on Skills that Can't Be Outsourced



How can organizations survive amid the chaos and disruption of 2009? The key, says bestselling author Daniel Pink, is to focus on skills that can't be outsourced. As computers do jobs better and faster than high-paid professionals – while armies of overseas workers can do other jobs at a fraction of the cost – Pink says every organization must reckon with the new competitive logic of business. In short, the era of “left brain dominance” – and the Information Age that it engendered – is giving way to a new world in which harder-to-outsourced “right brain” abilities – artistry, inventiveness, empathy, and big picture thinking – will govern. Organizations that weave these “right brain” abilities into their business strategy will flourish. Those which do not risk being left behind. In his provocative and entertaining presentation, Pink will reveal the six abilities that now mark the fault line between success and failure. And he'll show how to harness abilities in your organization, develop them in your staff and keep jobs from disappearing overseas.

Daniel Pink, Author of “A Whole New Mind: Why Right Brainers will Rule the Future”

End-User Panel – Making Outsourcing Work: Lessons Learned from the Trenches



Learn from a panel of your peers the competencies, tools and techniques applied in their outsourced operations to control cost and optimize vendor performance.

Linda Cohen, Gartner VP Distinguished Analyst
Mike Lafford, VP Distinguished Analyst



Track Sessions

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. Discover the critical contractual components of a global sourcing deal and explore new areas to consider when “going global” for services.

- Which 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 Research VP

Governance, Due Diligence, and Risk in Global Sourcing

Recent events in the offshore services world have highlighted issues surrounding governance and regulatory risk in Global Sourcing. This session assesses what is real and what is hype and examines the steps enterprises should take as reasonable risk mitigation measures.

- Why is there an increased focus and concern around governance issues?
- Is this a systemic problem with offshore services?
- What should enterprises do to achieve the best cost-benefit in risk mitigation vs. increased costs of risk mitigation?

Partha Iyengar, Gartner VP Distinguished Analyst

Case Study Panel Discussion: Gartner Update on China & Client China Sourcing Experiences

Visit gartner.com/us/gsip for agenda details.

Gartner Outsourcing & Vendor Management Summit

Practical Outsourcing: Balancing Cost Optimization with Performance Improvement

May 4–6 | Las Vegas, NV | Mandalay Bay Resort & Casino | gartner.com/us/outsourcing
Held in conjunction with *Gartner Global Sourcing Invitational Program*

The **Gartner Outsourcing & Vendor Management Summit** is the industry event that helps you put your sourcing – whether it's ITO, BPO, on-shore, near-shore or offshore – on the fast track with the best kind of cost-focused approach – one that incorporates successful business outcomes and that leads to flexible deals allowing for scalability and growth.

If you qualify for the Global Sourcing Invitational Program, you'll have the option to attend day three of the Gartner Outsourcing & Vendor Management Summit (May 6, 2009). Upon approval of your application, Gartner will provide further details.

If you don't meet the qualification criteria, then we urge you and your staff to attend Gartner Outsourcing & Vendor Management Summit, May 4-6. Visit gartner.com/us/outsourcing or call 1 866 405 2511 for more information and to register.

May 3-5 | Las Vegas, NV | Mandalay Bay Resort & Casino | gartner.com/us/gsip

Gartner Global Sourcing Invitational Program 2009



Package Details

As a qualified IT or business executive, you'll receive an **all-expense-paid package** to the Program, which includes:

- Round trip airfare
- Deluxe hotel accommodations
- Meals
- Complimentary registration for all event programs: exclusive analyst sessions, keynote sessions, peer networking, private boardroom presentations, exhibit showcase, and more.
- A conference bag with event materials, including: A documentation key that provides access to the available Gartner Outsourcing & Vendor Management Summit presentations, in addition to the Summit program guide.



VERIFY YOUR ELIBILITY NOW.

Web: gartner.com/us/gsip
Phone: 866 448 5249

You will be contacted by Gartner after review of your application.

Intimate Case Study Presentations from Leading-Edge Service Providers

These top-level technology providers will deliver in-depth case studies on the services and products that are redefining today's global sourcing market. Gain marketplace intelligence, nearly impossible to find anywhere else.

EXHIBITOR OPPORTUNITIES

For further details please contact:

Craig Sherter (A-H)
203 316 6612 or craig.sherter@gartner.com

Brady Cebrian (I-Z)
203 316 1717 or brady.cebrian@gartner.com

Boardroom Sponsors

