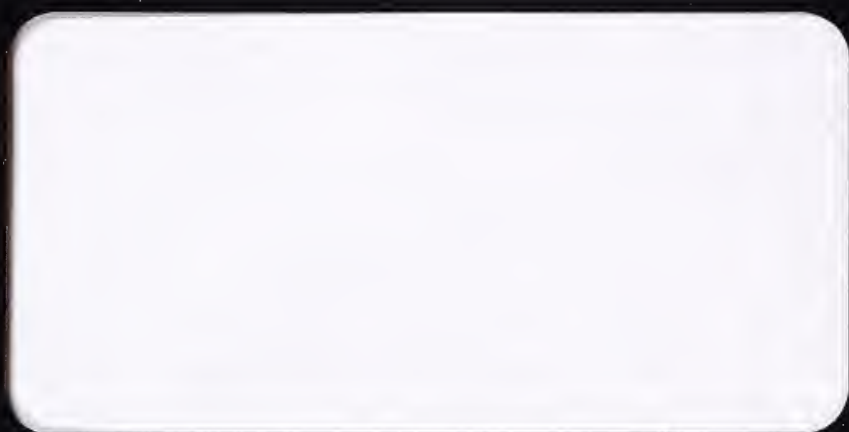


Outsourcing:
Quelle Dynamique de
Croissance Sur le Marché?

INPUT



Outsourcing:
Quelle Dynamique de
Croissance Sur le Marché?

Outsourcing:
Market Trends

Conférence INPUT
Paris - 19 Octobre 1993

INPUT®

Prepared by
INPUT
24, avenue du Recteur
Poincaré
75016 Paris
France

***Outsourcing: Quelle Dynamique de Croissance
Sur le Marché?***

INPUT exercises its best efforts in preparation of the information provided in this presentation and believes the information contained herein to be accurate. However, INPUT shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.

Copyright 1999 - Reproduction Intensive

Notes

L' "Outsourcing"

Contours actuels et futurs du marché

Sylvie Bénech
Directeur d'INPUT

IFR 10/23- 2

Copyright 1988 - Reproduction Intensive

-INPUT-

Notes

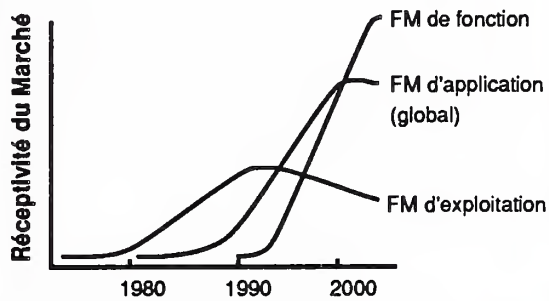
L' Outsourcing

- Evolution de l'outsourcing
- Nouvelles niches

**L' Outsourcing
consiste à recourir à un prestataire
externe pour opérer tout ou partie
d'un système d'information**

Notes

Les Différentes Phases de L' Outsourcing

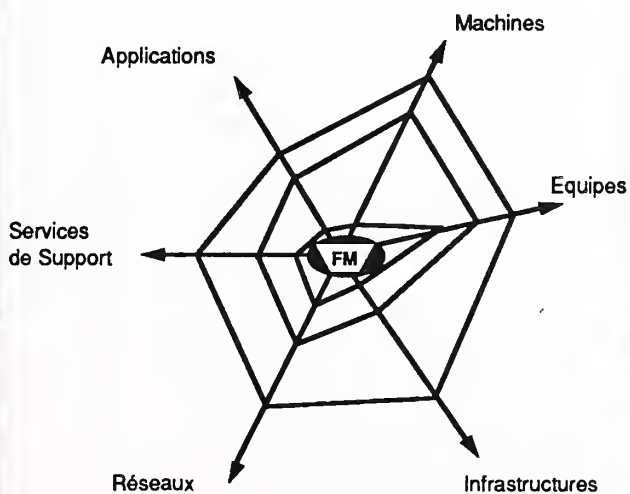


FR 1093- 6

Copyright 1999 - Reproduction interdite

INPUT

L' Outsourcing: Un Concept à "Géométrie Variable"



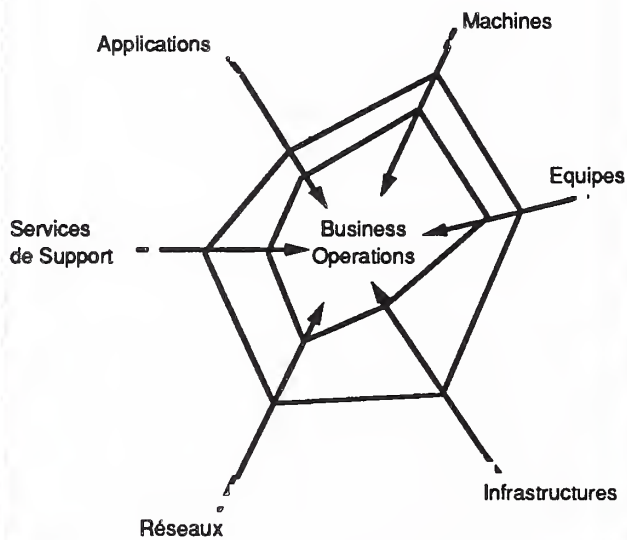
FR 1093- 6

Copyright 1999 - Reproduction interdite

INPUT

Notes

Outsourcing Demain Vers le "Business Operations" (FM de Fonction)

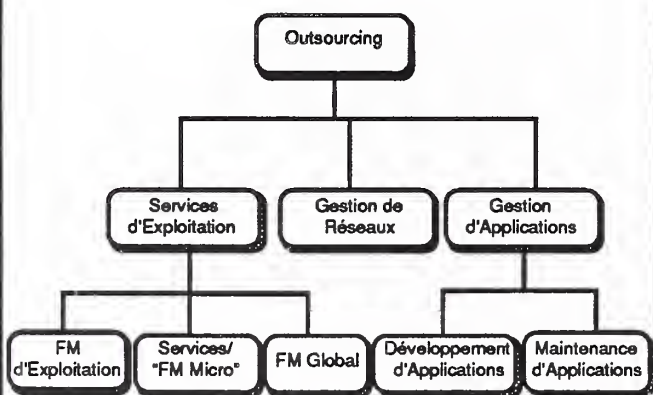


IFR 1005- 7

Copyright 1995 - Reproduction interdite

INPUT

Les Formes de L' Outsourcing Selon INPUT



IFR 1005- 8

Copyright 1995 - Reproduction interdite

INPUT

Notes

Les Nouvelles Niches

- Le "FM de transition" - Transition management
- Les "Services/FM micro" - Desktop services
- Le "FM de fonction" - Business operations

INPUT

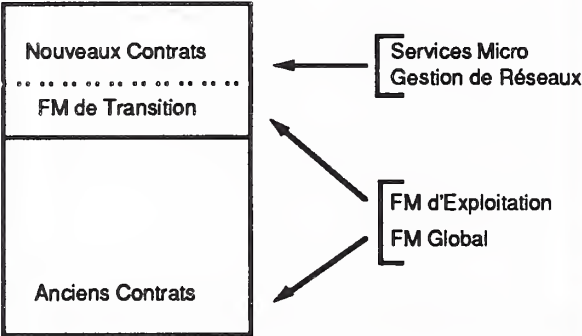
Le FM de Transition

- Prestataire = vecteur du changement
- Transition complexe
- Transition longue
- Maintenir en parallèle deux environnements

INPUT

Notes

Nature des Contrats D'Outsourcing 1993



Les Services Micros

Caractéristiques des Prestations

Types de Services	Nature des Prestations
Support d'Intégration	Conseil/organisation/choix technologiques
	Conception d'architecture, développement, migration
Support Connectivité et Accès Données	Sécurité Réseau

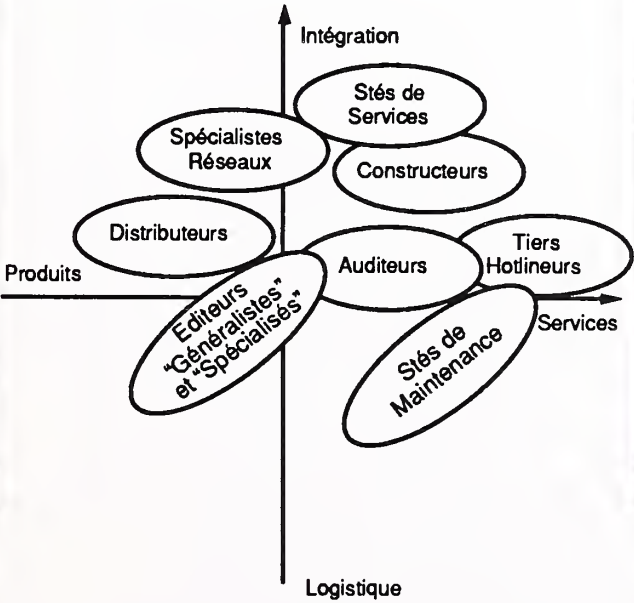
Les Services Micros

Caractéristiques des Prestations

Types de Services	Nature des Prestations
Support Logistique	Financement Installation Maintenance Gestion de Parcs
Support Utilisateur	Hotline Formation

Les Services Micros

Positionnement des Catégories de Fournisseurs sur le Marché



Business Operations

Définition du "FM de Fonction"
Prise en charge par un prestataire externe d'une fonction essentielle de l'entreprise et du système d'information correspondant

- Système de Facturation
- Service Client
- Gestion des documents
- Traitement des réclamations

Business Operations - "FM de Fonction"

Caractéristiques des fonctions à privilégier

- Communes à plusieurs entreprises
- A dominante humaine
- A forte teneur technologique
- Activité fluctuante

Notes

Conclusion

Stratégies d'Outsourcing

Actuelles

- Economies
- Amélioration du service

Nouvelles

- Vecteur du changement
- Stratégie d'entreprise

- Transition

Notes

Outsourcing Market Trends

Sylvie Bénech
INPUT Director

Outsourcing Current and future market outline

Notes

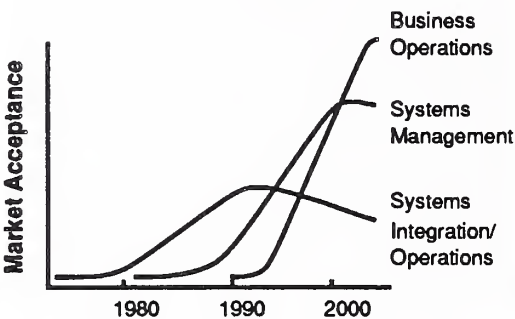
Outsourcing

- Outsourcing evolution
- New niches

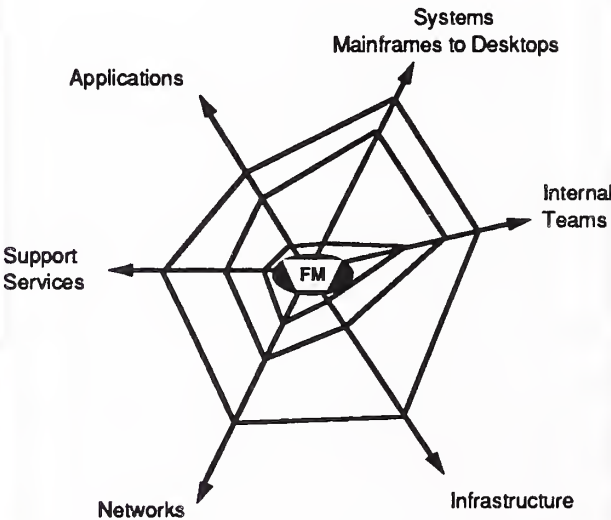
Outsourcing
Is the
contracting of Information
systems processes to
external vendors

Notes

Outsourcing Market Waves

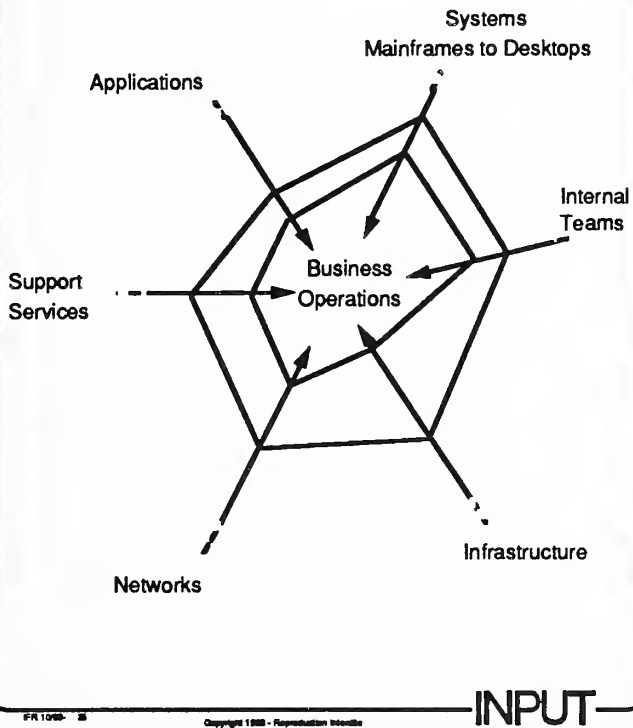


Outsourcing: A Swing-Wing Concept

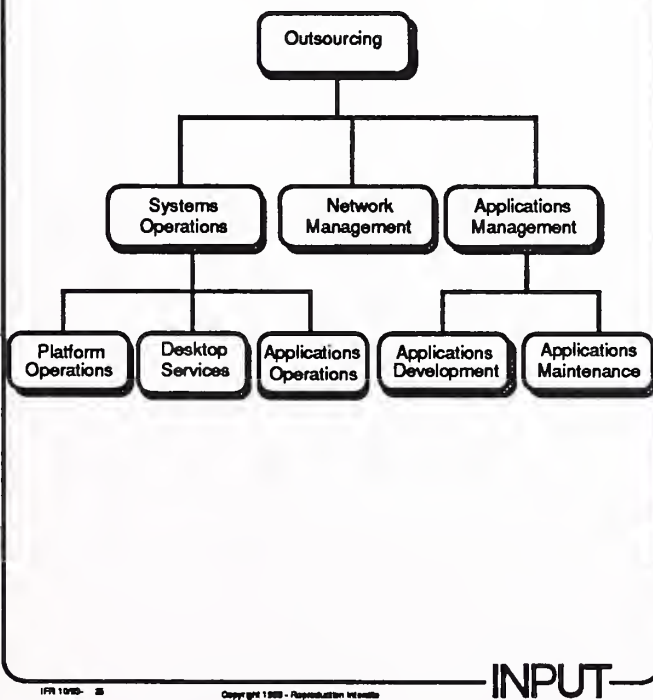


Notes

Business Operations Outsourcing



Outsourcing Components INPUT's View



New Niches

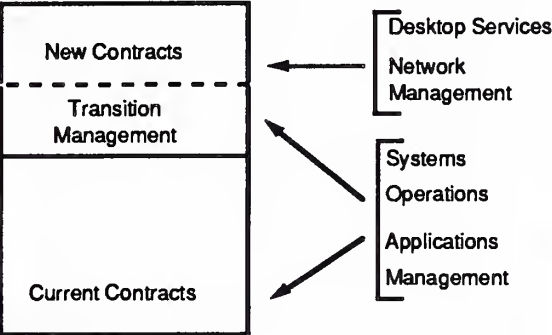
- Transition management
- Desktop services
- Business operations

Transition Management

- Requires outsourcer as agent of change
- Transition difficult to accomplish
- Transition takes time
- Dual operational environments required

Notes

Outsourcing Contracts 1993 Analysis

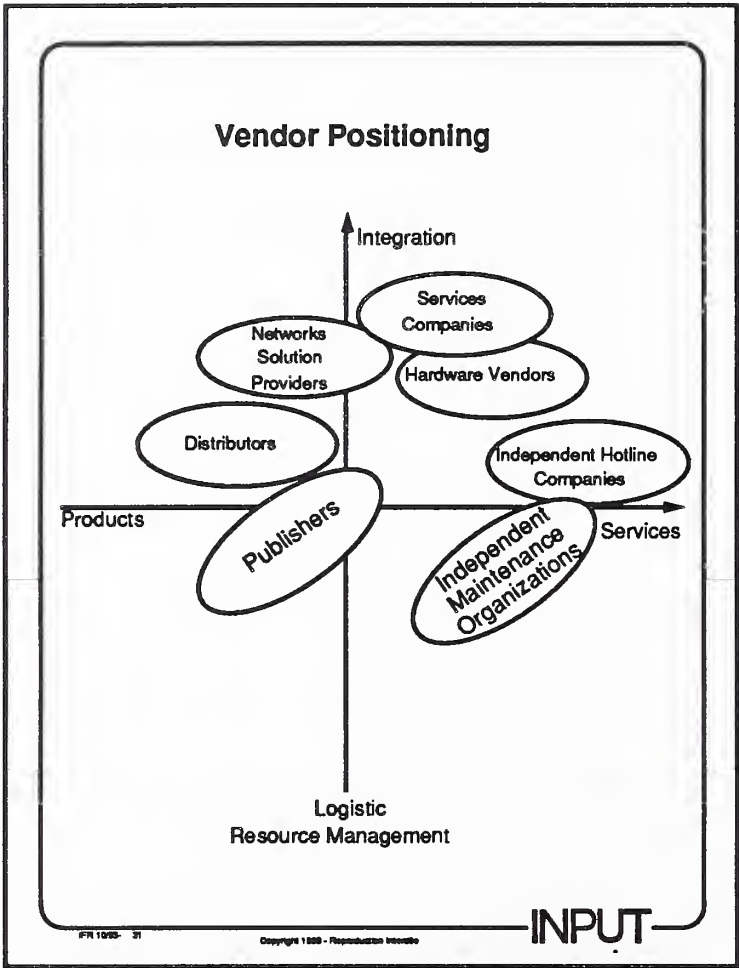


Desktop Services

Services Offerings

Integration Services	Consultancy/Organisational Audit Purchase Advisory
Network Support	Security, LAN Management
Logistic Resource Management	Financial Services Installation Maintenance Fleet Management
End-User Support	Help Desk User Training

Notes



“Business Operations”

Definition

Turning over key business functions and related processes including information systems to outside companies

- Billing operations
- Customer service
- Document management
- Customer claims management

INPUT

IFR 1005- 32 Copyright 1999 - Reproduction Incomplete

Notes

Business Operations Outsourcing

Key candidates characteristics

- Labor-intensive
- High technology content
- Common to client's industry
- Periodic peak processing required

IFR 1099- 33

Copyright 1999 - Reproduction Intended

INPUT

Conclusions

Outsourcing Strategies

Current

- Economic strategies
- Service enhancement

New

- Change agent
- Business strategy

- Transition

IFR 1099- 34

Copyright 1999 - Reproduction Intended

INPUT

Clients make informed decisions more quickly and economically by using INPUT's services. Since 1974, information technology (IT) users and vendors throughout the world have relied on INPUT for data, research, objective analysis and insightful opinions to prepare their plans, market assessments and business directions, particularly in computer software and services.

Contact us today to learn how your company can use INPUT's knowledge and experience to grow and profit in the revolutionary IT world of the 1990s.

SUBSCRIPTION SERVICES

- **Information Services Markets**
 - Worldwide and country data
 - Vertical industry analysis
- **Systems Integration and Business Process Change**
- **Client/Server Applications and Directions**
- **IT Outsourcing Opportunities**
- **Information Services Vendor Profiles and Analysis**
- **EDI/Electronic Commerce**
- **U.S. Federal Government IT Markets**
- **IT Customer Services Directions**
- **Interactive Communications Services**
- **Multimedia Opportunities**

SERVICE FEATURES

Research-based reports on trends, etc.
(Over 100 in-depth reports a year)

Frequent bulletins on events, issues, etc.

5-year market forecasts

Competitive analysis

Access to experienced consultants

Immediate answers to questions

DATABASES

- **Software and Services Market Forecasts**
- **Software and Services Vendors**
- **U.S. Federal Government**
 - Procurement Plans (PAR)
 - Forecasts
 - Awards (FAIT)
- **Commercial Application LEADS**

CUSTOM PROJECTS

For Vendors—analyse:

- **Market strategies**
- **Product/service opportunities**
- **Customer satisfaction levels**
- **Competitive position**
- **Acquisition targets**

For Buyers—evaluate:

- **Specific vendors**
- **Outsourcing options**
- **Market opportunities**
- **Systems plans**
- **Peer position**

OTHER SERVICES

Presentations to user groups, planning meetings, etc.

Acquisition/partnership searches

Newsletters

INPUT WORLDWIDE

Frankfurt

Sudetenstraße 9

D-35428 Langgöns-

Niederkleen

Germany

Tel. +49 (0) 6447-7229

Fax +49 (0) 6447-7327

London

17 Hill Street

London W1X 7FB

England

Tel. +44 (0) 71 493-9335

Fax +44 (0) 71 629-0179

New York

400 Frank W. Burr Blvd.

Teaneck, NJ 07666

U.S.A.

Tel. 1 (201) 801-0050

Fax 1 (201) 801-0441

Paris

24, avenue du Recteur

Poincaré

75016 Paris

France

Tel. +33 (1) 46 47 65 65

Fax +33 (1) 46 47 69 50

San Francisco

1881 Landings Drive

Mountain View

CA 94043-0848

U.S.A.

Tel. 1 (415) 961-3300

Fax 1 (415) 961-3966

Tokyo

Saida Building, 4-6,

Kanda Sakuma-cho

Chiyoda-ku, Tokyo 101

Japan

Tel. +81 3 3864-0531

Fax +81 3 3864-4114

Washington, D.C.

1953 Gallows Road

Suite 560

Vienna, VA 22182

U.S.A.

Tel. 1 (703) 847-6870

Fax 1 (703) 847-6872

