



## Outsourcing Yearbook 2016 Released

*This year's most comprehensive guide to the future of outsourcing is now available in print and for free online*

The National Outsourcing Association (NOA) has published the Outsourcing Yearbook 2016, the ultimate annual compendium of outsourcing knowledge and insight.

The focus for this year's edition is the future of outsourcing, where every trend and technology that is likely to impact on outsourcing between now and the next decade is comprehensively covered. It is the must-read guide for every government, organisation and individual with a vested interest in outsourcing.

The Outsourcing Yearbook 2016 contains:

- **Exclusive research** assessing outsourcing's future & how organisations must adapt
- **Expert predictions** from sourcing's top analysts
- **A legal round-up** of legislation to impact outsourcing in 2015 and beyond
- **Video interviews** with dedicated outsourcing professionals
- A section extensively studying the **future of public sector outsourcing**
- **20+ articles and case studies** covering a wide array of topics, written by outsourcing's hottest organisations
- A full version of the NOA's **Directory of Outsourcing Suppliers**

Expert opinion and analysis is provided by thought-leaders from companies such as the BBC, CMS, Gartner, ISG, Eversheds, Capgemini, Capita and UiPath.

[Access the Outsourcing Yearbook 2016 online.](#)

The main feature of this year's Yearbook is the NOA's *Outsourcing in 2020* research report (page 26), revealing which trends and technologies will have the biggest impact on outsourcing over the next four years. Key findings include:

- **70%** of buyers plan to increase their use of outsourcing, with **35%** planning to significantly.
- **83%** of all respondents believed robotic process automation (RPA) will be of greater significance in the next decade. **80%** said the same of artificial intelligence (AI).
- **44%** of service providers said AI will be more of a game-changer than RPA. Just **7%** on the buy-side agreed.
- **61%** of buyers thought back-sourcing will be less significant in 2020, with **57%** of service providers saying the same. **59%** of buyers thought reshoring will be less significant in 2020, while **61%** of providers said the same of offshoring.
- Overall, organisations said they outsourced primarily for the following reasons: Cost savings (35% cited this as the prime driver for outsourcing); improving the customer experience (23%); transitioning from legacy IT to as-a-service models (17%). This differs from the traditional prime reasons why companies outsource: cost savings; increasing operational flexibility; accessing new skills.

[Find out more about the Outsourcing Yearbook.](#)

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**About the NOA**

The National Outsourcing Association (NOA) is the leading association serving both the outsourcing professional and the global outsourcing industry. Our vision is to grow the size and positive reputation of the outsourcing industry. Our mission is to be both the home and global ambassador of world class outsourcing. [www.noa.co.uk](http://www.noa.co.uk)

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