

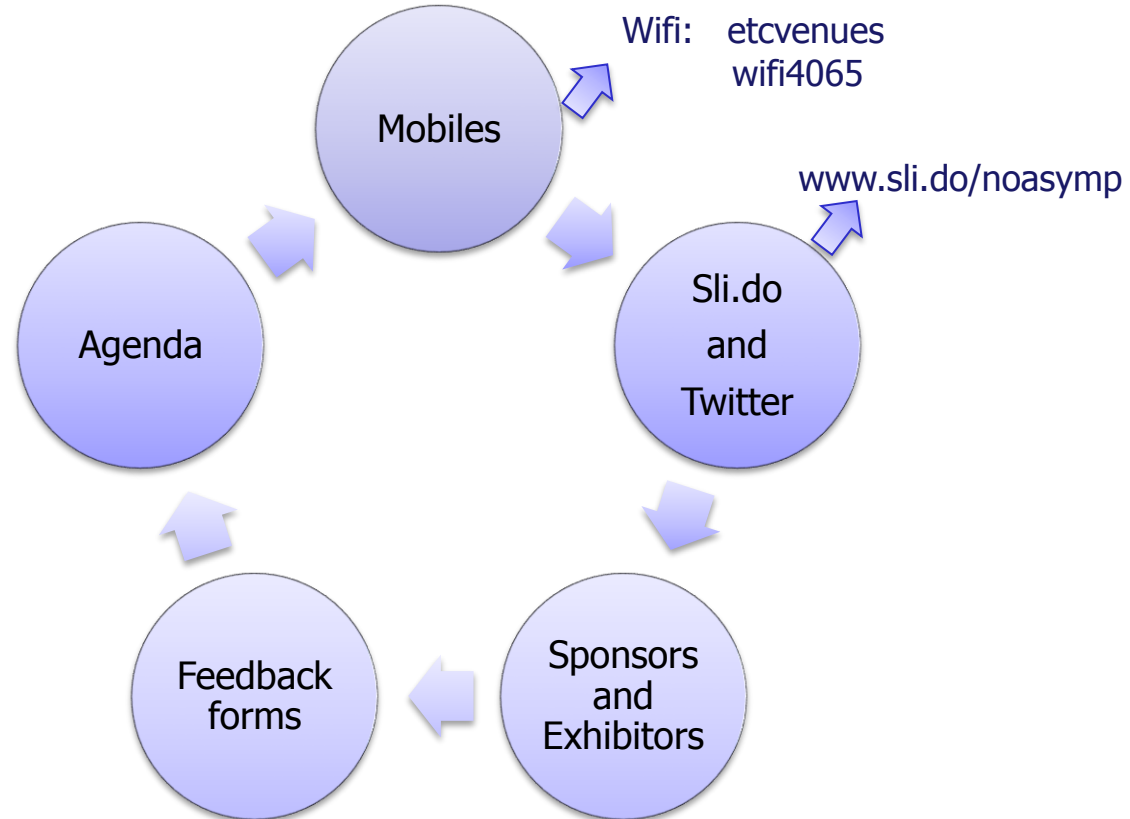
# The NOA Symposium 2015

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CEO, The NOA

24 June 2015

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# The Opportunity

The UK is the Global Strategic Hub  
in Outsourcing!

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# The UK as the global strategic hub



- The UK is the second largest outsourcing market in the world
  - We are the most mature – across BFSI and public sector
  - Government giving more explicit support to outsourcing
  - We have the key ingredients for global leadership:
    - Timezone
    - Travel infrastructure
    - English language
    - Financial markets
    - UK law and legal system
    - Driving the digital economy
    - World leading consultants
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First, where are we now?

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## Service providers and support:

76% positivity rating

Believe growth will be driven by:

- Proving the business value delivered
- Opportunities from digital, cloud, robotics, etc
- Better strategic alignment between buyers and service providers
- More intelligent clients
- More flexible contracts

## Buyers:

66% positivity rating

Believe growth will be driven by:

- Better strategic alignment between buyers and service providers
  - Proving the business value delivered
  - Improving UK economy
  - Access to abundant talent
-

# Main concerns about future of outsourcing today



## Suppliers

Recruiting good people

Procurement processes

Disruptive technologies

Decreasing profit margins

Proving the business value delivered through outsourcing



## Buyers

Too much focus on cost cutting over quality

Quality of people within service providers

Attracting and retaining the best talent

Managing relationships to deliver best value

# Skills shortage in the UK's outsourcing industry



- 5.6/10 severity rating for UK skills shortage from suppliers
- 6.7/10 from buyers
- Total: 20% think there is a severe skills shortage
- Total: Only 8% think there is an insignificant skills shortage

<b>Suppliers / support</b>		<b>Buyers</b>
Business development		Relationship Management
Digital skills		Digital skills
Transition / on-boarding		Change management
Change management		Commercial management
Delivery execs		Contract management




sli.do Question 3

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# How are companies addressing the skills issue?



Suppliers / Support		Buyers
Training		Training
More flexible working models		More flexible working models
Nearshoring		Moving into UK regions
Offshoring		Reshoring



For suppliers, reshoring was least favoured, followed by apprenticeships, which was lower down the list than increased pay even!

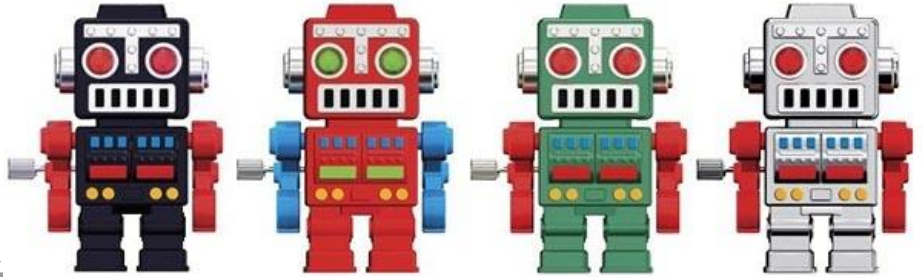
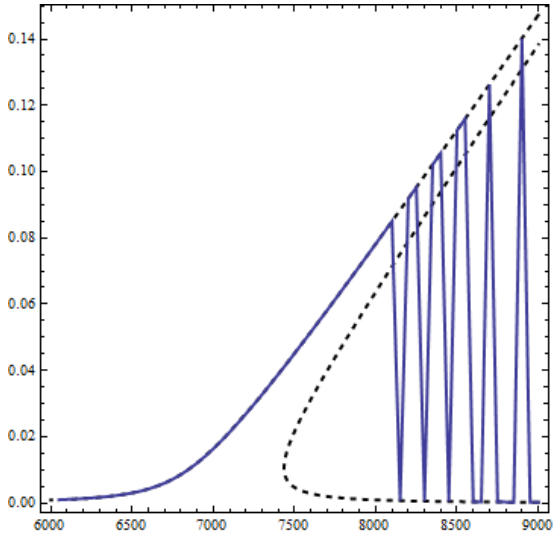
For buyers, paying more was least favoured strategy.

# How good is your company at developing talent in outsourcing?



- **Suppliers rank their capability at 3.72 / 5**
    - 20% claim they are excellent and an additional 41% state they are very good
  - **Buyers rank their capability at 2.62/5**
    - 0% claim they are excellent and 54% state they are poor
-

# 100s if not 1000s of Conversations



# Attendance at global conferences



**NASSCOM®**

**INDIA LEADERSHIP FORUM 2015**

11<sup>th</sup>-13<sup>th</sup> February, 2015  
Mumbai

The world in 2020:  
Building the digital future

The image shows a promotional poster for the NASSCOM India Leadership Forum 2015. It features a dark grey header with the NASSCOM logo. Below, the event title 'INDIA LEADERSHIP FORUM 2015' is prominently displayed in large, bold letters. The dates and location are listed below the title. At the bottom, the theme 'The world in 2020: Building the digital future' is written in a smaller font. The background of the poster has a subtle pattern of circuit-like lines.

**6<sup>TH</sup> ABSL CONFERENCE**  
**16-17 JUNE 2015, KRAKOW**

The Powerhouse of Europe —  
Poland as the undisputed leader in business services  
on the Continent

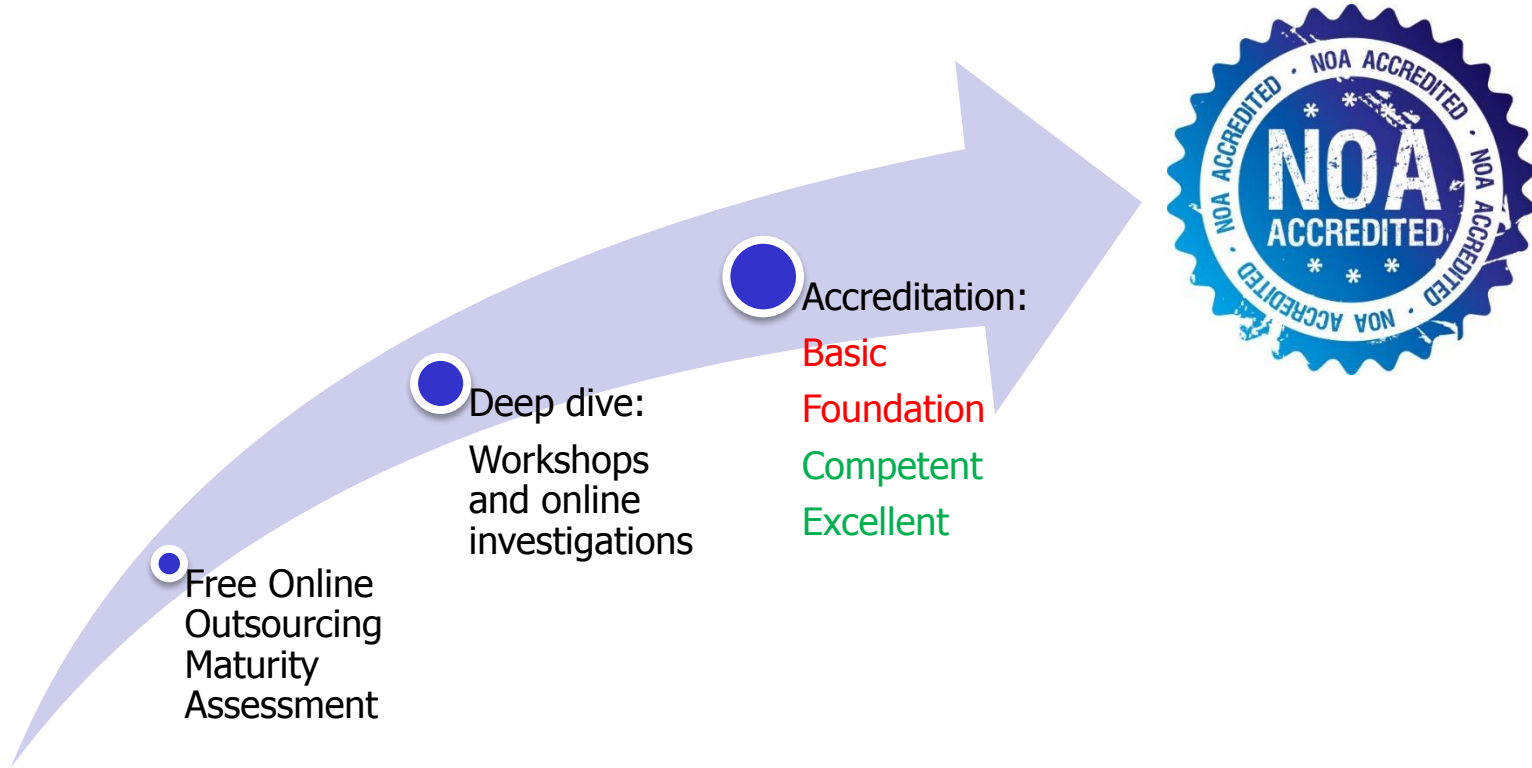
A stylized globe icon with a grid pattern, positioned in the bottom right corner of the red banner.

# The Opportunity: The UK is the Global Strategic Hub in Outsourcing

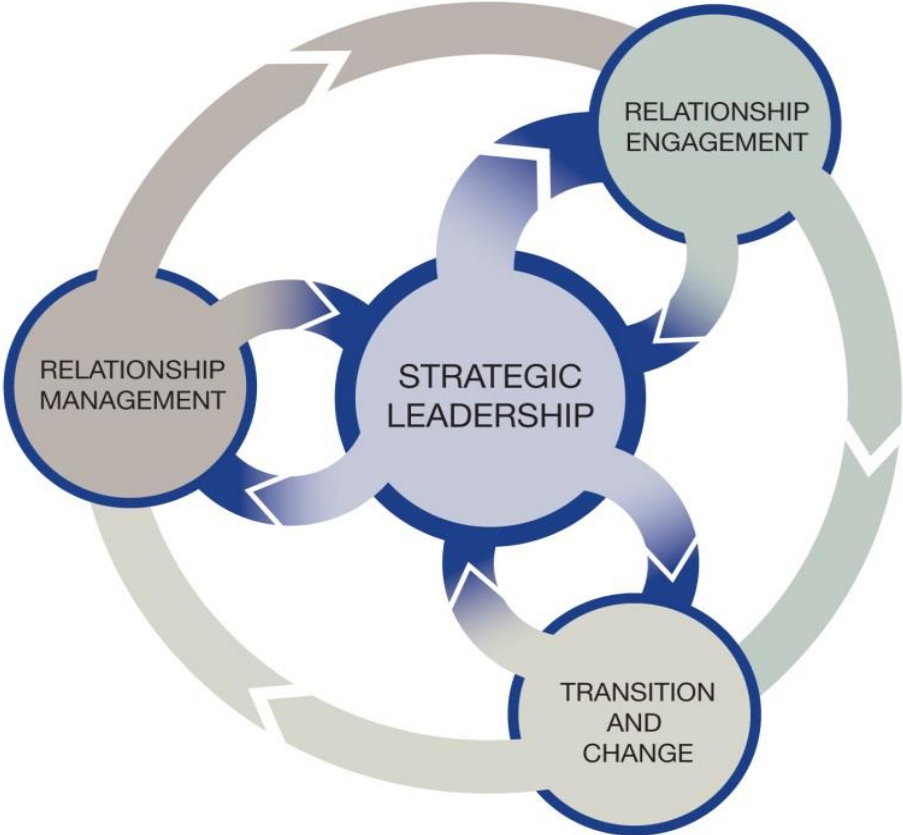
## How is the NOA supporting this?

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# Expansion of our Corporate Accreditation Programme

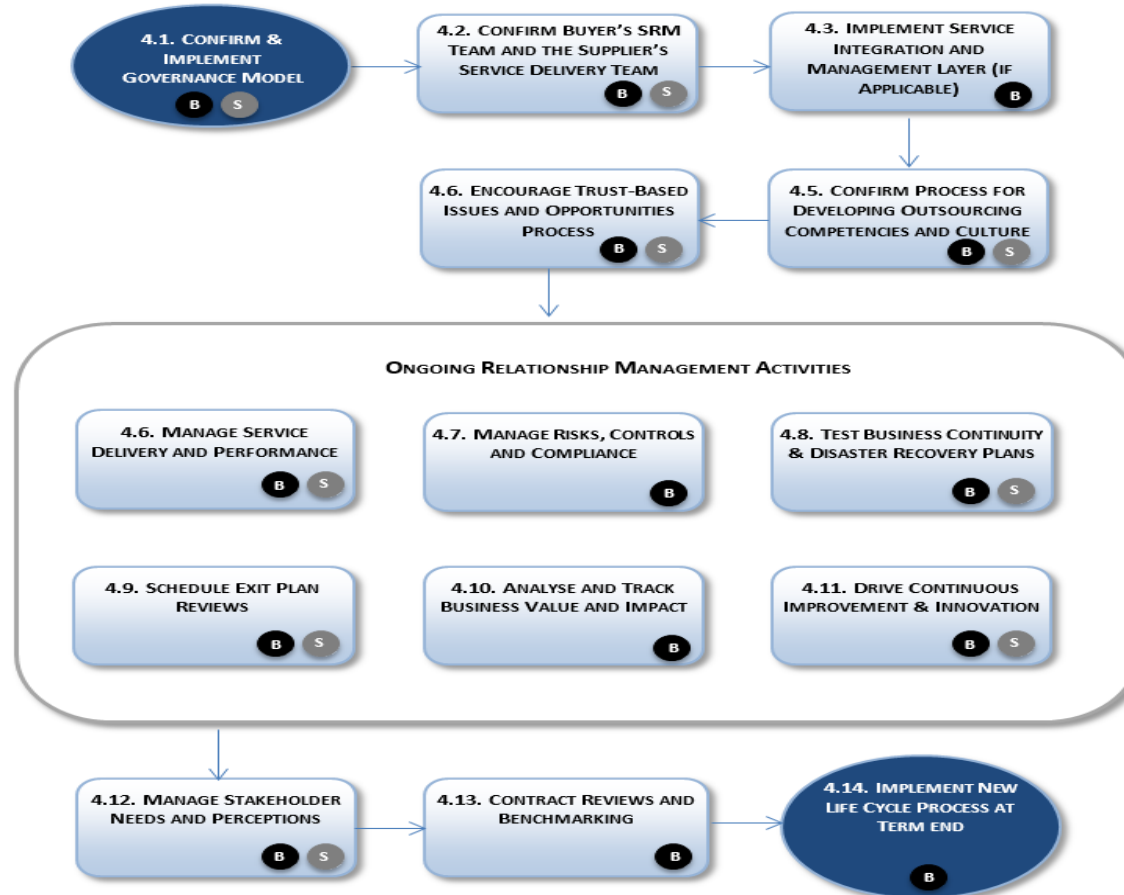


# Revised Lifecycle Model





# The relationship management phase



- Portfolio of Qualifications
  - CPD for everyone (7 hours today/25!)
  - Industry code of conduct
  - Repository of best practice successes
  - Lead Chapter of European Outsourcing Association
  - Council manifestos:
    - Buyer / Supplier forums
    - Contracting for outcomes
    - APPG
    - Relationship management assessment and relationship days
    - Outsourcing 3.0, including RPA Thinktank
    - Collaboration platform
    - Reshoring research
    - Win: win research
    - Risk methodology
-

## We have a lot, but need more support from the industry to deliver this vision:

- Support the professional code of conduct
  - Adopt the industry code of conduct
  - Adhere to industry best practice – assess yourself – accredit yourself
  - Promote Continuous professional development throughout your organisation
  - Get industry qualifications / Become a NOA Learning Centre
  - Become a NOA Accreditation partner
  - Join our steering committees / SIGs
  - Join our APPG
  - Share successes
-

Success in promoting the UK as the global strategic hub will:

- Improve the overall reputation of outsourcing and grow trust
  - Create a centre of excellence for the global outsourcing industry
  - Develop clear career paths for outsourcing professionals -> Chartered profession?
  - Create an abundant supply of dynamic talent
  
  - Deliver success and growth for buyers, service providers and the support industry
-

Let's together make outsourcing the UK's most dynamic industry  
and global strategic lead!

We are NOA.  
We are Outsourcing.  
Be part of it.

#TheNOA

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