

Outsourcing

Assigning responsibilities to a third party

What they say

"Charles Russell were able to apply their detailed sector specific knowledge and experience of information technology service contracts to bear in order for the Council to meet its requirements. They were responsive to our urgent needs, producing accurate work in short timescales. We would certainly instruct them again on information and communications technology matters."

Philip Lloyd (London Borough of Southwark) commenting on our outsourcing work for the Council

Who we work with

We work with UK and international government departments, local authorities, technology, telecommunications and telemarketing companies and businesses offering financial services.

More information

David Berry

+44 (0)20 7203 5022

david.berry@charlesrussell.co.uk

There are many advantages to outsourcing some of your in-house activities, including reducing costs, increasing efficiency, and reducing staff.

But of course there are risks involved. So it is essential that you have a strong outsourcing team from the outset. In fact, careful preparation from an early stage, including setting clear commercial and financial objectives and an appropriate structure for the transaction and ongoing management, is key to successful outsourcing.

Advising customers and suppliers

The Charles Russell Outsourcing team has in-depth experience across a range of sectors including corporate, banking, telecommunications, information technology, e-commerce, competition, employment, pensions, data protection and regulatory law.

This wide ranging expertise enables us to provide a comprehensive service on all aspects of outsourcing transactions.

We have advised clients in a number of sectors, on a variety of complex outsourcing deals; from customer services and financial services, to the more traditional telecommunications and IT functions. And we have particular expertise in large-scale managed services agreements.

But we know it is about much more than legal expertise. It is also about managing relationships. And outsourcing relationships, once established, must be managed in order to prosper. The key to this is good communication, together with shared levels of expectations, which are clearly defined and realistic.

At the beginning of any transaction, we work hard to identify and minimise any risks. However, relationships between customers and suppliers do sometimes breakdown. If this happens we have considerable experience of alternative dispute resolution having conducted arbitration and mediation for both communications and IT clients.

The human aspects of any outsourcing are also important. We are experts in advising on and supporting the employee aspects throughout the relationship.

We provide outsourcing expertise in the following areas:

- IT
- Communications
- Banking
- Business processes
- Employment
- Logistics