



Business Process Outsourcing

A Canadian Purchaser's
Experience



Agenda

- Introduction
- Finding the right resource
- Government support
- Communication & training
- Defining the business process
- Marketing



Introduction

- Wall & Associates Professional Corporation
 - Our History
 - Our Future



Choosing the Right Resource

- Our Experience
 - Uncertain infrastructure
 - Meeting vendors face to face
- Our Advice
 - Support the Industry
 - Promote the industry



Government Support

- Our Experience
 - Working with Jacques Rostenne
 - Meeting with President Museveni
- Our Advice
 - Work with an expert
 - Do your home work



Communication & training

- Our Experience
 - Turn-around time
 - Technical issues
- Our Advice
 - Understand cultural issue
 - Create communication structure and protocol



Defining the Business Process

- Our Experience
 - Unexpected changes
 - Improved system
- Our Advice
 - Expect the unexpected
 - Make changes when necessary



Marketing

- Our Experience
 - Venture Television broadcast
 - Slow and steady growth
- Our Advice
 - Understand the political climate
 - Develop business to business relationships
 - Work with a local resource



Conclusion

- Outsourcing is not easy
- it can be accomplished and it doesn't require large organizations with big budgets.
 - Foster the marriage between vendor and purchaser
 - Provide government support
 - Make training and communication a top priority
 - Help vendors define and refine business processes
 - Market your business/country through business to business relationships