Outsourcing:
The reality of our current times

Outsourcing has become an integral part of our business today. Offshore outsourcing is growing 20%-25% per annum.

Many companies now use 'Global' sourcing/ 'Smart' sourcing to work with multiple locations and vendors to minimize risks and maximize flexibility. As companies have gained confidence in their ability to manage offshore operations, off shoring has become an inevitable outcome of globalization and economic integration.

Companies may outsource product production, services, projects, or project phases. The project manager now has the responsibility of working with this multi-sourcing arrangement to achieve project goals.

Companies have realized that it is vital that they focus only on one thing that is central to their value proposition and increases their competitive advantage.

What are the key advantages?

Outsourcing benefits projects and organizations in a very similar manner.

- It allows companies to use a flexible business model to manage their product/ service delivery and business operations in a cost effective manner.

- It provides a means for companies to reduce or stabilize costs, access advanced technology/expertise, improve business efficiency, meet economic projections, and remain

It helps in steering troubled projects back on track immediately, boosting productivity, tightening efficiency, and improving the time to market with a more disciplined approach to managing project(s).

competitive. *Many organizations use outsourcing to control cost so that they are able to weather economic slowdowns.*

- Outsourcing has proven to be a viable strategic business and management approach for delivering the best products/ services at the cheapest price, and to addressing scope, quality, cost, schedule, and resource risks.

- Outsourcing helps businesses focus their resources on what they do best, which is to innovate and create new products. Companies outsource non-core business functions such as information technology, facilities, legal advice, marketing, human resource management, real estate management, accounting, application development projects, and customer support.

- Outsourcing allows businesses to shift fixed costs to variable costs, increase the predictability of earnings, redirect internal resources to more strategic activities, and to improve performance.

- It allows companies to use the Time Zones to their advantage and hence reduce the time to market. This is a great advantage for project managers as it solves the problem faced by many projects: inadequate time to complete the project. It is also a way of getting rid of problems a company cannot solve itself. Outsourcing can push operational headaches and bottlenecks downstream, capturing
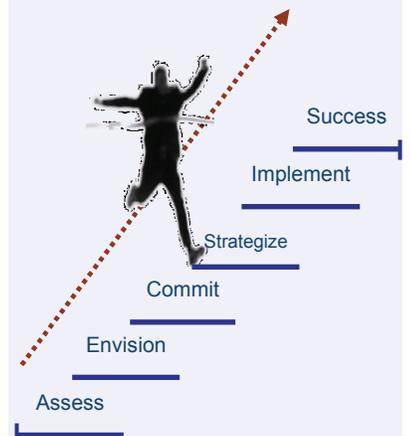
MEDHIRA'S PM MODEL FOR SUCCESS™

Project Management: Is a systematic, disciplined approach to attaining success for yourself, your company, and your clients.

Approach: Is as simple as following the steps laid out by Medhira's PM Model for Success.

Traits: Remember to be realistic, visionary, dedicated, creative, loyal and appreciative of success.

Success
Implement
Strategize
Commit
Envision
Assess

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Contact us at:
+1 (718) 340-8465

Don't Miss...

Outsourcing Locations and their Expertise

Countries	Outsourcing Specialization
China	Transaction processing, and low-end software development and maintenance
Brazil and Chile	Information Technology
Egypt and Jordan	Customer-care centers
India	High-end outsourcing services and business process outsourcing [BPO]
Ireland	Software development and service/call centers
Israel	Software development services
Mexico	Spanish-language call centers, software development, and data centers
Mauritius, Morocco, & Tunisia	Outsourcing customer-care operations that serve French speakers
Philippines	High-end outsourcing services and business process outsourcing [BPO]
Russia	Web design, complex software development, and aerospace engineering projects

Two ways to improve your success:
Networking & Mentoring

Networking

- Keep in touch with current/past contacts
- Join Professional Organizations
- Volunteer for committees/extra projects
- Attend Conferences/Seminars

Mentoring

- Set Mentoring Goals
- Seek Role Model
- Establish Relationship
- Define Plans
- Commit to Results

Learn more about these by attending the "Strategies for Success in the Corporate World"

Message From
The President

Reaching the 6 Year Mark

Dear Colleagues, Business Partners and Friends,

I am excited to bring to you the third issue of the Medhira Enterprises newsletter as we celebrate our sixth year in business.

Outsourcing is getting a bad rap as the economic situation worsens and the job market tanks. Here are some perspectives to consider: Each time our clients come to us, they are outsourcing. Organizations and projects seek procurement when they are unable to develop products, services, or results using their own resources. We seek to provide expertise to you so that your organization becomes the Number #1 choice for your clients.

We understand your business needs and take pride in adding value. Companies from around the world seek us for our project management and operational excellence expertise and we appreciate your trust in our abilities. Thank you for your continued support.

Our workshops are now offered in New York, Mumbai, New Delhi, Hyderabad, and Port Louis.

We appreciate your calls, referrals and especially your requests to *collaborate for success.*

Anita Dhir
CEO/President

"Outsourcing: A cost-effective way to lose control of your business", Michael Skapinker, Financial Times, 2003.

Interested in learning more about outsourcing?
Find a complete list of our courses at : **www.medhira.com**
Need to improve your organization's outsourcing process?
Contact us at: **info@medhira.com**
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immediate cost savings, avoiding labor conflicts, and management deficiencies

What are the key disadvantages?

- Outsourcing results in a business environment that is more complex and competitive.
- Companies lose their abilities to do the job themselves and have little control over the quality of work done.
- They lose the business knowledge/expertise that resides within the organization and this can result in a loss of proprietary or competitive advantage.
- The transfer of work results in layoffs, which have had a demoralizing effect on the surviving workforce.
- Hidden costs such as the transactions costs, contract development, and overhead cost of communication and project management often erode promised cost savings.
- Culture and linguistic barriers, turnover of key personnel, and time required to complete business and technical knowledge transfer can result in a 20% decline in productivity during the first year of an outsourcing engagement.
- Data protection and privacy concerns may occur. *For example, American corporations may face difficulties with their compliance to the USA PATRIOT Act and Sarbanes-Oxley Act requirements.*
- Subcontractors/Multisourcing arrangements can be hard to police.
- Companies that outsource too much can lose touch with their customers, and lose the ability to respond quickly and creatively to the marketplace.

NEW Seminar by Gloria Glickman :

"Strategies for Success in the Corporate World"

In response to the current economic conditions, which are most challenging, Medhira is proud to present a new and timely seminar entitled: "Strategies for Success in the Corporate World" by Gloria Glickman.

"This seminar highlights different skills/strategies that are sometimes overlooked when we are performing our day to day activities"; "It gave me different perspectives regarding common situations"; "It gave me an outline that we followed and I particularly enjoyed the discussion. "I learned how mentors can be a valuable asset in my career". "Experiencing other people's situations gave me insight as to handling some situations that may come up" These reviews highlight the benefits this seminar brings to its attendees.

In addition, the attendees gained insights regarding those areas in which they needed further development, such as: "How to be valuable, needed and visible at my company"; "How to find a mentor whom I can trust in guiding me to grow in my career"; How to network and how to maintain calmness, courage, and confidence".

In this interactive seminar, the attendees will learn a great deal about themselves and discover that many of their work successes and challenges are shared by others. Further, the attendees will find that: "Gloria's expertise, candor, and realism were most helpful in conveying the information of the seminar".

Use this opportunity to learn new strategies in order to survive and to thrive in our turbulent environment! Register today, so that you too can build your business acumen , while earning 5 PDU's!

For more information, contact us at +1 (718) 340-8465 or medhirainfo@medhira.com.

Project Management & Outsourcing

Considering Outsourcing Project Management Services /Project Office / Program Management Office (PMO) Function?

Benefits:

- Ensures that professional project management experts are on hand to manage all projects especially those that are complex, unique or difficult to staff.

- Requires no up-front investments and recruiting costs but gives an organization immediate access to skilled project managers and project management best practices.

- Expedites the introduction and use of a disciplined approach to project management without incurring the internal staff cultural resistance to process improvement. *Eventually, internal staff can be trained to use project management methodology and associated project management software.*

- Enables the adoption of project management best practices by internal project managers with dramatically reduced time to implementation and learning curves.

- Provides the internal staff access to coaching and mentoring from the outsourcing provider.

Visit our website, www.medhira.com to see how Medhira can collaborate with you.

Important Information about PMP®/CAPM®

For those getting certified and/or maintaining credentials

All PMP® and CAPM® credential holders have been notified that their certification will now expire on the anniversary of your certification rather than December 31st.

Seeking Certification, dates to remember:

Certification	Exam Based on PMBOK® Third Edition	Exam Based on PMBOK® Fourth Edition
PMP®	Prior to June 30th 2009	After June 30th 2009
CAPM	Prior to July 31th 2009	After July 31th 2009

PMBOK® Fourth Edition will be released on December 31st 2008. Would you like to enhance your career with project management credentials? Check out our "Project Management Professional (PMP®) Certification Review" Presentation at www.medhira.com to learn more about how to obtain the credentials. Take the 24 hour project management class, PMP®/CAPM® Prep Course, offered by Medhira Enterprises.

Fun With Project Management

"Yesterday i couldn't even spell engineer, and today i are one"

Understanding Engineers – Take One

To the optimist, the glass is half full. To the pessimist, the glass is half empty. To the engineer, the glass is twice as big as it needs to be.

Understanding Engineers - Take Two

What is the difference between Mechanical Engineers and Civil Engineers? Mechanical Engineers build weapons and Civil Engineers build targets.

Understanding Engineers - Take Three

The graduate with a Science degree asks, "Why does it work?" The graduate with an Engineering degree asks, "How does it work?" The graduate with an Accounting degree asks, "How much will it cost?" The graduate with an Arts degree asks, "Do you want fries with that?"

Understanding Engineers - Take Four

"Normal people believe that if it ain't broke, don't fix it. Engineers believe that if it ain't broke, it doesn't have enough features yet."

Understanding Engineers - Take Five

An engineer was standing on the scaffold, the noose around his neck, preparing to meet his Maker. The hangman pulled the lever and nothing happened. He pulled it again...and again. The engineer, helpful to the last, said, "That thing's never going to work as long as that rock's stuck in the mechanism."

Unwanted Features:

"THIS COMPUTER IS EQUIPPED WITH AN AIRBAG IN CASE YOU FALL ASLEEP!"

MEDHIRA ENTERPRISES

collaborating for success

Medhira Enterprises, a New York based firm with a presence in India and Mauritius, provides consulting and training services in project management and operational best practices. We collaborate with our global clients to strategically improve their overall business performance. Our customized solutions are based on innovative and proven best practices highlighted in PMI®, ISO 9000, and SEI CMM guidelines that are targeted towards achieving your growth and excellency objectives.

For our latest offerings, visit our web site, www.medhira.com

Phone: +1(718) 340-8465

E-mail: info@medhira.com

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Are you a LinkedIn member? Join our LinkedIn PM discussion group, Medhira

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