

The Great Outsourcing Debate

The debate has its own benefit, that of providing information and opinion on both sides that could help companies decide what's right.

As hot topics go it doesn't get any hotter than outsourcing customer service. One debate focuses on whether to outsource at all; another rages over whether to outsource within the designated country or to go overseas. For companies considering outsourcing, both are tough decisions.

Those who are for outsourcing point up such benefits as cost savings, hiring experts to provide service in their areas of expertise, and allowing companies to focus on their core competency. Some advocates also contend that outsourcing increases predictability and improves long-term planning.



Those who are against it say that companies lose control of important functions, add complexity to the outsourced business processes, and increase the risk of problems and errors. Additionally, they cite offshore outsourcing as a drain on the economy and job market.

"Off shoring creates complexity, not simplicity. Moreover, complexity adds uncertainty and risk. So how does increased risk create strategic value and predictability? I contend the opposite is true. It's all about money," reader Eric Worden writes.

In fact, offshore outsourcing is a particular sore spot for outsourcing's opponents. "It's going to flop," reader Michael Emmons says. Emmons was laid off and forced to train his outsourced replacement before he could receive his severance. "When India has all the IT, the prices will hit the roof. [Companies] will be paying through the nose to move [outsourcing] to China."

This heated debate has its own benefit: providing information and opinions both for and against outsourcing that could help companies decide what's right for them.

For those who have decided that outsourcing is the best choice for their organization there is yet another set of decisions to make, how to choose the right contact centre outsourcer for their needs and what is the best country in which to outsource.



*~ By Ginger Conlon
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