

The Growing, Strategic Role of Outsourced Services



Outsourcing Connects Great Talent to Business Outcomes

With a rising dependence on specialized skills and functions, the use of outsourced services as a way to leverage talent to get work done is increasing steadily. Among 1,800 global HR and business decision-makers:

45% consider outsourcing more often today compared to 3 years ago as an alternative to direct hiring

52% expect their use of outsourced services to rise over the next two years

Strategic Management of Services Boosts Business Performance

Among organizations using a centralized strategy to leverage talent through outsourced services **overseen by procurement:**

91% say doing so yields measurable improvements in cost control, quality, and outcomes

Among surveyed businesses using outsourced services **without a centralized strategy plan:**

45% plan to bring a larger portion of outsourced services under the management of a centralized procurement function over the next two years

Yet Companies See Room to Improve

Among decision-makers who engage outsourced services:

Only **34%** manage a significant portion through a **centralized strategy overseen by procurement or HR**

Only **43%** have some visibility and management of services to track costs but with **limited strategic input**

Only **23%** engage contractors and outsourced services on a case-by-case basis **without any centralized management**

2 Ways to Engage Services to Connect with Critical Talent

Survey findings point to companies' desires to expand their use of outsourced services, but they are challenged to do so in a way that is strategic and impactful. The research shows companies can evolve their approach to services engagement in 2 ways:



1. Apply a systematic approach to assessing needs and identifying the right resources, including services providers, to address them

2. Focus on better managing outsourced services and budgets at the enterprise level to track and optimize costs and quality of results



Get the Report

Our white paper provides more ways procurement can boost its ability to help businesses leverage the right solutions to achieve real results. Get your copy today.

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