Top Questions to ask Your Outsourcing Partner:

Outsourcing is a great way to grow your business, automate processes, and accelerate toward digital transformation, but depends largely on a great vendor partner

Here are the top fifteen questions to ask your outsourcing vendor before and after starting!

1. Is my outsourced team 100% dedicated to my organization?

2. How will my outsourced employees be recruited and trained?

3. How is my outsourced team being measured on performance and utilization?

4. What is the ratio of support staff (managers and IT) that is allocated to my team?

5. What are the terms of the outsourcing contract?

6. What additional value to provide in terms of management, technology, and consulting?

7. How will you make sure that all our information and client data stays secure?

8. What goes into my monthly invoice?

9. Is it easy to adjust the outsourcing contract once we have started?

10. Is my outsourced team flexible and scalable?

11. What is the course of action if my team is underperforming or not meeting expectations?

12. What is your employee retention rate?

13. How will COVID-19 impact my outsourced team?

14. What is your ideal client profile?

15. Do you have any tips or best practices for managing a remote team?