

Global LPO Conference, Los Angeles, USA, 5-6 Oct 2011

Papering the Transaction - Best Practices for Structuring and Negotiating your Outsourcing Agreement

- Structuring confidentiality and non-disclosure agreements to ensure your obligations for client confidentiality and privacy are met
- Beyond the master agreement – establishing service-level benchmarks
 - What type of service level agreements is appropriate?
 - What current benchmarks or provisions are being used in the market?
 - Establishing penalties for breach
 - Highlighting specific examples of service level agreements
- Defining IP rights
 - What is the industry standard?
 - How to weak for specific circumstances while allowing for each country's need to keep proprietary material
- Audit rights – what should the contract demand or allow for?
- Drafting provisions that will ensure confidential and direct knowledge transfer and a timeframe for phasing it in
- Leveraging U.S.-India tax agreements when constructing your outsourcing contract
- What to do if a security breach occurs
 - When to notify clients
 - Restoring client confidence
 - Determining who bears fault – and steps to take thereafter
- Thinking ahead – incorporating wind down provisions
 - What happens when the relationship is terminated– what is the process?
 - Different termination scenarios

Speakers:



James P. Duffy, Managing Partner,
Berg and Duffy LLP



Jim Boeckman, President ,
Right Tasking Consulting

Moderator:



Jim Boeckman, President ,
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