

2019

BROKER / OWNER

Conference & Expo



The Benefits of Leveraging an Outsource Partner

Brian Flaherty

Global Strategic Business Process Solutions, Inc.



The Benefits of Leveraging an Outsource Partner



What we will cover today:

1. The Why & The How to outsource.
2. The ancillary benefits of properly leveraging an outsource partner.
3. The overall impact of pursuing an outsource initiative

The Top 5 Expenses for Businesses

1. Human Resources & Payroll
2. Employee Benefits
3. Inventory and Supplies
4. Operating Expenses
5. Taxes & Business Insurance

Let's start with the WHY?



Decrease Overhead?

➤ **Labor.**

➤ **Effectively managing that overhead is a key factor to maintaining a healthy bottom line.**

➤ **Return to your Core.**

➤ **But we can't just cut staff, instead cut functions that are not "core" to our operational success.**

Increase Efficiency

- **Focus**
 - **Returning to your core = Effective, Happy, Efficient Staff.**
- **Process Mapping:**
 - **Manuals & applied metrics = scalability & intellectual property protection.**

Irish professor Damien McLoughlin @ an Alltech conference recently suggested these four steps for growth:

1. Have a generally accepted, well-defined and strongly differentiated core.
2. Create value in the eyes of your most loyal core customers.
3. Grow thoughtfully through adjacencies that fit with your core customers and channels.
4. Build repeatable, successful, replicable formulas building out from your core.

Focus on Metrics, Utilization Rate, Process Mapping:

Task	IANNE		MICHELLE		LERICE	
	# of Files	Total minutes	# of Files	Total minutes	# of Files	Total minutes
Maestro Photos	1	8	1	8	-	-
MLS Swift	1	35	-	-	-	-
Maestro Update	1	5	-	-	-	-
MLS Swift – Photos	1	15	-	-	-	-
MLS Swift – Update	1	15	-	-	-	-
Truelane Setup	6	90	2	30	-	-
Truelane Offer Tracking	10	250	5	110	-	-
Redbell Reserve-Update	-	-	3	30	5	50
Preparing Rehab Estimate	-	-	3	45	5	75
House Canary	-	-	3	60	5	100
Tribeca	-	-	3	45	5	75
Progress Setup	-	-	3	45	5	75
Rejected – Sourcing	-	-	2	20	5	50
Exhibit C Task	-	-	-	-	2	6
Maestro – Custom Report	-	-	16	32	-	-
TOTAL	21	418	41	425	32	431
FTE	1.00		1.01		1.03	

Focus on Metrics, Utilization Rate, Process Mapping:

Pull Workload

- Pull workload from Client Management System (CMS) - filtering files from CMS based on case status

Invoices

- Verify status of file, check billed items
- Determine stage of billing (Pre-bill, First Bill, Second Bill or Final Bill)
- Enter and/or update appropriate fees and costs depending on client guidelines

Post Bills

- Post bills in Client Accounting system/application
- Double check using client guidelines and allowables

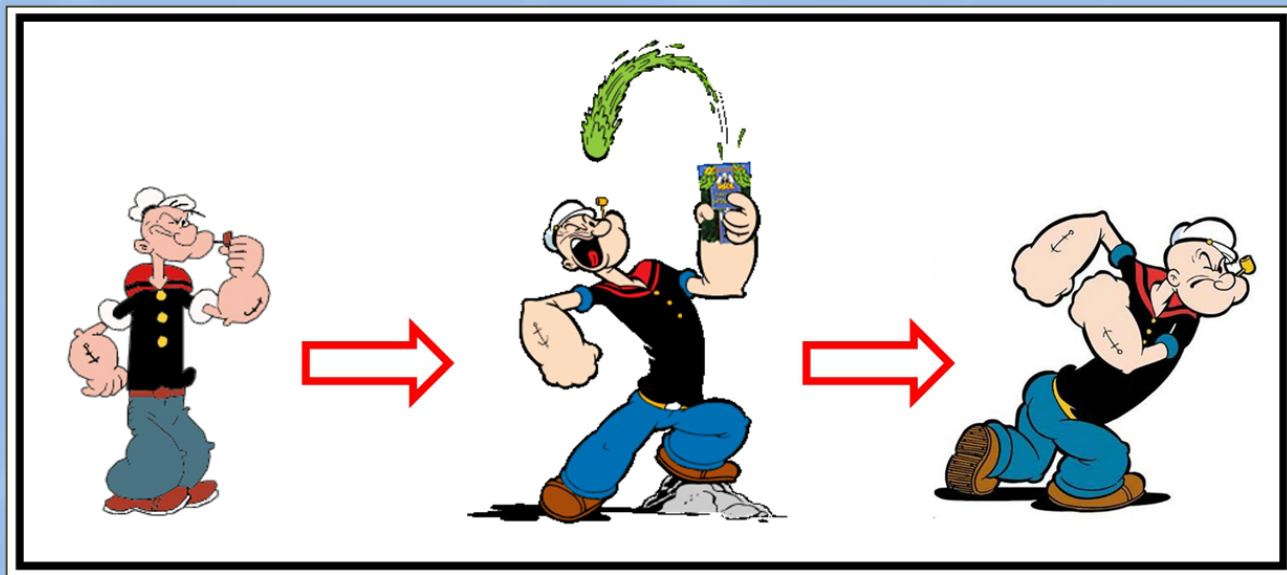
Update File in CMS

- Update file in CMS with BILL COMPLETED

Reporting

- Global submits daily reports on completed tasks

Now The Ancillary



A couple of ancillary benefits of an efficient utilization of outsource initiatives:

1. Focus = Health:

- **Top 5 reasons people leave their company > Overworked / Underpaid/Appreciated**

2. Staff Happiness:

- **Outsourcing can increase efficiency & enhance your work environment.**

Top Reasons Employees Leave

- **Money \$ = No Surprise**
- **Lack of Opportunities**
- **Losing Meaning or I would correlate this to > Focus/Core**
- **Lack of Appreciation**

So what's the Solution?

- **Renew or Begin to FOCUS on your core!**
 - ✓ Addresses Money, Opportunity, Meaning, Appreciation.

WHAT TO LOOK FOR:

- ❑ **Brick & Mortar Operations Center**
 - **Operations on and offshore.**
- ❑ **Human Resources Management.**
 - **Facilitate hiring, manage & train your staff.**
 - **Proven methodology, training rooms , & process documentation.**
- ❑ **Secure Environment**
 - **Certifications and/or adopted set of standards.**
 - **i.e. ISO 27001 Data Security and Integrity Standards.**
 - **DR plans and protocols to reduce downtime.**
 - **Security measures, Biometric Entry, 24/7 video surveillance etc.**
- ❑ **U.S Owned & Operated**
 - **U.S. citizens managing the organization offshore.**

Sources:

1. <https://yourbusiness.azcentral.com/top-5-business-expenses-11388.html>
2. <https://theundercoverrecruiter.com/reasons-why-employees-leave/>
3. <https://www.forbes.com/sites/lizryan/2018/04/17/the-top-ten-reasons-great-employees-quit/#629de1b1cd57>
4. <https://www.forbes.com/sites/georgebradt/2017/12/01/why-focusing-on-your-core-is-almost-always-the-right-choice/#5a9af68e21b5>

**Thank you for attending this session on:
The Benefits of Leveraging an Outsource
Partner**

Brian Flaherty

Global Strategic Business Process Solutions, Inc.

COO

M: 732-232-4341

E: brian.flaherty@globalstrategic.com



