



Multisourcing: Moving Beyond Outsourcing to Achieve Growth And Agility

Linda Cohen, Allie Young

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Over the last decade, the number of services that can be outsourced has grown exponentially. Yet, research suggests that 50% of outsourcing contracts signed during the last three years will fail to meet expectations. Gartner sourcing experts Linda Cohen and Allie Young argue that this is because most organizations are utilizing ad-hoc approaches to outsourcing that are both shortsighted and ineffective. Based on extensive, multiyear research, this book unveils a new operational model—multisourcing—that seamlessly blends internally and externally delivered services not just to cut costs or gain efficiencies, but to maximize growth, agility, and bottom-line results. Through practical frameworks and illustrative company examples, the authors guide managers in creating a customized plan for managed multisourcing, including how to: assess their current sourcing strategy, strike the right types of sourcing deals, set up effective governance systems, select and evaluate service providers, and measure progress. A new approach to a timely business issue from leading experts in the field, *Multisourcing* presents a roadmap managers can follow to position their firms as tomorrow's industry leaders.

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