

## Technology Spend Update

September 2010

### In This Issue

1. The proof is in the pudding
2. Are you paying too much?
3. Turnstone presents at the Oracle Users Group (OUG)
4. Is China the new India for outsourcing?
5. What's in the small print?
6. Turnstone completes the Three Peaks Challenge

### Quick Links

[Book a Course](#)  
[More About Us](#)  
[Outsourced Vendor Management](#)

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Welcome to our monthly update, keeping you informed on the latest ways to drive best value from your IT suppliers - including our training courses.

### 1. The proof is in the pudding

[Delegates comment on our courses](#)



With 50% of the IT budget now spent with third parties, it's vital to get, and retain, the best deal from your suppliers. But how do you do it?

Helping you to achieve this, our IT Procurement training courses launched this month, to high praise from the delegates -

"Very good course, I definitely recommend it." - procurement category mgr, EMI

"Good course, just what I was looking for" - Sourcing Mgr, telecoms company

"Thought provoking and useful" - IT Manager, Hosting company

We're booking now for October and November courses, with all bookings made for October before the end of September receiving the 10% early bird discount. We've also set the dates for next year's courses:  
 February: 7-11th February April: 28th Mar - 1st April  
 June: 13-17th June

[Click here for the course syllabus](#)

### 2. Are you paying too much?

One commercial property company suspected that they were, with a well known british telecoms provider.



We helped them to recover over £125k in owed credits due to incorrect charging and un-actioned cease requests. This has helped to resolve a lengthy dispute between client and provider, so that the relationship can be re-built.

Too often, once the contract is signed, it's put away and only opened again at termination. Meanwhile, invoices are paid and services are provided. But invoices may be wrong and services can be substandard. This can result in major disputes and potential for court action

Invoice errors can be rectified quickly, and service issues be nipped in the bud through careful performance monitoring. Where clients do not have time and resourcing to cover this internally, Turnstone's vendor performance management service is a way to keep risk low with a light touch.

For more information on this service contact [david.brook@turnstoneservices.com](mailto:david.brook@turnstoneservices.com)

[More detail on this service ...](#)

### **3. Turnstone presents at the Oracle Users Group (OUG)**

What are the commercial considerations for buying Oracle software and services? Turnstone Director, Alex Sandercock, will explore this topic during a seminar to the OUG on 5th October 2010.

**ORACLE®**

The seminar will investigate the complexities of contracting with Oracle and advise on the ways to gain the best outcomes for both parties.

[More details....](#)

#### 4. Is China the new India for outsourcing?

As Tata doubles its headcount in China, all the signs point to China rapidly becoming a solid contender in the outsourcing market. Chinese outsourcers are due to grow faster than India's over the next few years, imitating the same curve that the Indian industry underwent.



Among the companies to watch are HiSoft, the third-largest Chinese outsourcer, which serves the likes of AIG, Microsoft and Citigroup, and Neusoft, the largest Chinese player.

This is supported by the Chinese government, who has offered incentive packages and tax breaks to the industry, in the hopes of creating millions of jobs. As a result of this, the Chinese are increasingly winning outsourcing business from US and Europe, formerly both strongholds for Indian outsourcers.

However, with strikes becoming more common in protest of poor wages, the market is by no means stable yet, and companies should proceed carefully when exploring the options, with ever more emphasis on clarity of requirements, service levels and contractual protection mechanisms.

[More details...](#)

#### 5. What's in the small print?

##### Know your terms

Negotiating standard terms and conditions can uncover some nasty surprises. Often, buyers don't carefully review the supplier's standard terms before signing up to them. This can mean signing up to unknown risks. In one instance, the vendor kept hold of the intellectual property rights to a bespoke software development, so they were able to resell the software to the buyer's competitor.



In another instance, a supplier used the force majeure term, normally used only to apply to acts of God, to avoid liability for hacking. The customer should get

some protection for this kind of damage. To avoid this kind of risk, it's vital to review the small print.

[For the full article.....](#)

### **6. Turnstone completes the Three Peaks Challenge**

On 4th September Turnstone's Alex Sandercock completed the Yorkshire 3 Peaks Challenge for charity - walking 3 peaks, 25 miles, taking in over 5000 feet of climbing. She did all this in 12 hours, kicking off at 5am, raising £3k for charity in the process.



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**Best wishes,**

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Turnstone Services Ltd

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