



Cameron Partners is a management consulting firm that provides advisory services to organizations that are facing significant business or technology change. Our senior level management practitioners have a demonstrated track record of implementing improvements and achieving results in outsourcing and operational management.

Outsourcing

Outsourcing has become an accepted mainstream alternative for organizations seeking to improve capabilities and reduce costs. However, not all firms realize their goals – two thirds of outsourced customers report dissatisfaction with the results of their outsourcing projects.

One of the driving forces behind the formation of Cameron Partners was to provide customers with the capability to address the weak process points that are inherent in the traditional approach to preparing, executing and managing outsourcing relationships.

Cameron Partners consultants come from the supply-side of the outsourcing business. We have in-depth knowledge of how outsourcers cost solutions, load risk, structure service models, manage business relationships, and negotiate agreements. We believe that by showing you how the outsourcer looks at your business and by understanding how their service and financial models operate we can position you to clearly identify the risks and maximize the benefits of outsourcing alternatives. We overlay this expertise with knowledge of industry best practices, meaningful service measurements, appropriate use of benchmarking and a clear linkage to your business to create a solid framework upon which to build your service partnership.

Cameron Partners will help you;

- Prepare a “current-state” model that baselines financial costs, business requirements, service management and delivery capabilities needed to effectively assess outsourcing alternatives.
- Work with your team to create an effective sourcing assessment process that provides clear measurable objectives, provides the right information required by potential outsourcing partners; is cost effective; and, makes the best use of your resources.
- Develop an evaluation model bringing our understanding of the business of outsourcing to allow you to identify key opportunities and potential problems early in the evaluation process.
- Negotiate a contract that delivers the benefits you expect. You can only create a sustainable, mutually beneficial relationship through a balanced approach. Our understanding of the relationship between the contractual components of pricing methodologies, service management structures, measurement, delivery models and disengagement terms will assure an agreement that works for both parties, today and in the future.



Operational Management

Cameron Partners provides evaluative and operational expertise to organizations facing change. In addition to project based evaluations, we can place a partner on-site as part of your executive team for interim management replacement or for acquisition and divestment activity. Our mentorship program brings change management and results-driven capacity to your current management team.

Areas of excellence include;

- **Business Development** - leading and motivating sales staff, creating effective business development strategies, implementing appropriate measurement and compensation approaches and building positive relationships with clients and partners.
- **Product Management** - implementing a product management framework for your products and services, developing investment and financial plans, market research and strategies.
- **Data Centre Operations** - evaluating process, technology and costs to implement a structured program of improvement; implementing effective service management and measurement processes; and, aligning strategies to deliver optimum value for your IT investments for your business users.
- **IT Governance** - evaluating the overall contribution information technology is providing to the business; leading strategic planning and alignment sessions with business and operational units; providing cost/benefit ROI analysis of investments; and, determining the appropriate application of industry benchmarking and processes.
- **Project Management** - leading and measuring projects in a diversity of disciplines including: organizational change; data centre optimization; payroll applications; Electronic Funds Transfer (EFT); help desk; ERP (SAP) competency centres; voice services; networks; and, retail banking applications.
- **Financial** – CMA-led review of investment and operational financials and business cases, development of financial strategies for new business development, and acquisitions and technology deployment.

