



Brief exploration of the value and benefits of outsourcing services and software applications for an NGO



*NetHope Shared Services
AITEC Forum Nairobi – 17 June 2009*



Overview: FHI

- Over 38 years as an organization
- Focuses on public health services and research, primarily in HIV/AIDS and other infectious diseases
- Country Office presence in 38 countries, field work in an additional 30 ; Nairobi is FHI's African Regional Office

Value and Benefits of Outsourcing

- **VALUE:** Balance core competencies & strategic initiatives vs. tactical operations
- **FUNCTIONALITY:** Acquire expertise and capabilities you don't currently have... nor will otherwise
- **COST:** Affordability of solutions and value contributions to your organization

Critical Success Factors

- Focus on the business problem you're trying to solve...and on people, process and organization – not technology
- Identify metrics to track...and use in fact-based discussions; implement Service Level Agreements
- Formal organizational change management
- ? Strategic relevance? Current performance? Future expectations?

Software as a Service (SaaS)

- Time to Market
- Financial savings from lack of capital investment; lower TCO over time
- 'Plain vanilla' implementation i.e. standards

SaaS: Timesheets

- Tenrox (Canadian vendor)
- Rolling out globally in US, Asia and Africa
- Collects hours 'billed' to project codes
- On-line and off-line capability

Time Remaining for Annual Leave: 173:27 hrs Sick Leave: 167:30 hrs

Assignments	Mon 06/15	Tue 06/16	Wed 06/17	Thu 06/18	Fri 06/19	Sat 06/20	Sun 06/21	Total
8888_0044-IT Home Department	14:00							14:00
8888_0047-Financial Systems								00:00
8888_0292-Change Management Team Topics								00:00
Non-Working Time								
Total Time	14:00	00:00	00:00	00:00	00:00	00:00	00:00	14:00
Time Adjustment	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00

FHI's Global Shared Services & ICT

working towards the same objectives

- Operational processes need to be globalized, from networks to applications to support
- Have Regional (Africa, Asia) staff who ensure strategic initiatives move forward, Local for Operations
- Have distributed responsibilities globally to best leverage skills and time zones

Values & Benefits of Shared Services

- **NETHOPE SERVICE DESK:** provides an opportunity to get a field-tested, global-standards-based, Service Desk tool with high-quality processes
- Leveraged intellectual capital and experience across the membership
- True collaborative development and shared outcomes

Future Vision

- NGO enablement across multiple areas
- Additional Service Centers with dual purposes: consultative and transactional/operational
- Sustainability