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**Take a Virtual Test Drive Around the World**

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The advertisement features a world map with several location pins and a computer screen displaying a software interface.

**Survey Results: Improving Managed Services and Case Studies**

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The advertisement shows two overlapping document pages with charts and text, set against a green background.

# Survey reveals lack of awareness about outsourcing

**Tuesday, July 20, 2010**

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A recent survey, conducted by ESI International, reveals that fewer than half of the companies that buy or provide outsourced services are able to effectively manage the risk of outsourced projects.

Of the 615 respondents from a wide range of companies located all over the world, as many as 70 percent reported managing product or service quality as the top outsourcing risk to organizations.

“The results of the survey indicate areas for greater performance, productivity and competitive advantages through better risk management,” J. LeRoy Ward, executive vice president for product strategy and management at ESI International, said.

Nearly two-thirds of the respondents reported that up to half of their budget goes toward outsourcing. Thus, the need to refine risk management capabilities in order to positively impact the bottom line performance is great.

Nineteen percent admitted their organization is not very effective at risk assessment of outsourced projects. Thirty-six percent claimed it was somewhat effective, while 35 percent said it is just effective and no more than six percent of companies stated that they are extremely effective at risk assessment.

As many as 75 percent of the organizations admitted they do not always clearly define requirements of outsourced projects, and thus, they might ignore an important element in successful project management.

The survey also revealed that more than half of the participants acknowledged the need for improvement in their outsourcing capabilities, which proves that the companies have a sense of self-knowledge.

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