



**ENGAGEHR™**  
HUMAN RESOURCES SOLUTIONS INC.

Strategy.  
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# **RIC: Growing your Business**

## **Industry Insights**

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# Outline:

- Managing outsourcing relationships
- Achieving excellence in outsourcing relationships
- RFP processes
- Success stories
  - Pinnacle Technologies <sup>1</sup>
  - Ontario Health Care Agency <sup>2</sup>

<sup>1</sup> Company name was changed due to confidentiality considerations

<sup>2</sup> Agency name was changed due to confidentiality considerations

# Managing Outsourcing Relationships

- The traditional relationship based on transactional interactions is **not beneficial** and lacks potential for long term opportunities
- Successful outsourcing relationships are based on **trust and open communication** from the initial stages
- Successful outsourcing relationships offer guidance, innovation and value added service that deliver **return on investment** and creates desired impacts

# Achieving Excellence in Outsourcing Relationships

Providing value added service:

- Develop a **mutual trusting relationship**
- Create and maintain strong lines of **communication** and create goals and objectives
- Understand your organization **needs and wants**, and have the outsourcer help refine these

# Achieving Excellence in Outsourcing Relationships (continued)

Providing value added service:

- Ensure **client satisfaction** by delivering on time, on budget, every time
- Enable **innovation** and **creativity** through these outsourcing relationships
- Create **milestones, feedback opportunities** and **review points**

# RFP Processes

- Increasing trend in efforts to attain expert knowledge and services on a contractual basis
- Requires gathering information pertaining to deliverables, resources and pricing from trusted sources – ask people who they use
- Critical to outline the process, scope of project and/or services, timelines, objectives and required investments.
- And, can be used to gain business!

# Success Story 1

## Pinnacle Technologies

- Supply chain and inventory management solutions
- U.S Parent Company with Canadian location
- Project team includes consultants offering services at varying experience levels. Consultants are appropriately assigned to projects based on knowledge, experience, project scope and pricing
- Our Services include:
  - Health & Safety, Restructuring, Employee Policies and Procedures
  - Job Descriptions, Outplacement and Career Transition

# Success Story 2

## Ontario Health Care Agency

- Ministry of Health agency aimed at improving health through leadership, productive partnerships and research based action
- Project team includes an outsourced partner providing Senior HR level services on an as needed basis
- Our Services include:
  - Strategic Planning, Recruitment, Compensation, Developing Core and Leadership Competencies
  - Employee Policies and Procedures, Performance Management and Objective Setting

# Final Thoughts

- Effectively manage outsourcing relationships by developing **trust and communication**
- Achieve excellence in outsourcing relationships through enabling **innovation, creativity** and ensuring **value added service**
- Understand RFP processes and create long term opportunities
- Become a success story!

# Thank You!

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