



RESEARCH INSTITUTE

Outsourcing Contracts Best Management Practices: Everest Research Institute Webinar July 29

Why the Service Description Should Focus On the “What” And Not the “How”

Press release

DALLAS July 23, 2008 – The [Everest Research Institute](#) will host a Webinar to discuss Master Service Agreement (MSA) and Service Description design for outsourcing engagements, why the MSA and Service Description structure is preferred, and best management practices that enable clients and suppliers flexibility when business needs change. The [Webinar](#) will be held on July 29 at 10 a.m. CDT. To register, please visit www.everestresearchinstitute.com/Events/Webinars.

The one-hour [Webinar](#), *Best Practices in Designing Service Agreements*, will include special focus on:

- The seven sub-components to the Service Description
- Why the Service Description should focus on the “what” not the “how”
- How to develop a services responsibility matrix

Presented by the Institute’s [Outsourcing Support Services](#) group, this [Webinar](#) is one in a series focusing on outsourcing engagement management that includes these upcoming presentations:

- September 10: Selecting Your Outsourcing Supplier
- November 11: Pricing Model Alternatives
- January 15: Negotiation Strategies and Best Practices

The 45-minute [Webinar](#), followed by 15 minutes of questions and answers with participants, will take place on July 29, at 10 a.m. CDT / 11 a.m. EDT / 4 p.m. GMT. To register, please visit: www.everestresearchinstitute.com/Events/Webinars.

For more information about the Institute’s [Outsourcing Support Services](#), please visit www.everestresearchinstitute.com/Services/OutsourcingSupportServices, email info@everestresearchinstitute.com or call +1-214-451-3110.

About Everest Research Institute

[Everest Research Institute](#) serves as a central source of independent and objective strategic intelligence, analysis, and actionable insight for leading corporations, suppliers, technology providers, and investors in the global outsourcing and offshoring marketplace.

The Institute addresses both business process and information technology sourcing topics, providing the global outsourcing and offshoring community with information that empowers highly productive, sustainable sourcing strategies and relationships. The Institute’s wealth of knowledge and experience provides unique perspectives into today’s marketplace and the competitive edge required to take advantage of emerging opportunities.

Everest Research Institute is the research arm of the Everest Group (www.everestgrp.com), a global consulting firm with offices in such leading business centers as Dallas, New York, Toronto, London, Amsterdam, New Delhi, Melbourne, and Sydney. Everest Group has earned a worldwide reputation for ongoing innovation as it helps clients achieve maximum value from their operations including sourcing strategy and implementation.

Please visit www.everestresearchinstitute.com for more information.

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