



No Press, Please

Outsourcing Conference Shuns Media Coverage Because of Its Sensitive Topic.

February 18, 2005

CORONADO, California - A fear of bad publicity has prompted a global conference on outsourcing to close its doors to media coverage.

The Outsourcing World Summit, which starts Monday in Coronado, California, initially sent letters to *Red Herring* and other media organizations inviting them to attend the conference, but later said journalists were not welcome. The conference will focus on the trends in the outsourcing industry, the public backlash, and best practices.

The summit has been held 17 times around the world in the last eight years and press members have been invited selectively in the past, according to Michael F. Corbett, who organized the event. However, he said no media will be allowed in this time.

"The Outsourcing World Summit, which is in its eighth year, is an educational event and is not designed, set up, or promoted to our delegates as a press event," he said in reference to next week's conference.

Phil Hatch, president of Ventoro, an offshore outsourcing consulting company, said he was surprised that the press would not be allowed to participate. "I've never seen a company that doesn't want more PR," said Mr. Hatch. "One of the reasons could be that they have got pretty high-profile people showing up that don't want to be associated with [offshore outsourcing]."

Speakers at the event include former U.S. Secretary of Labor Robert Reich, who will discuss how to use outsourcing to organize people in the face of shifts in physical, intellectual, and social capital.

Another presenter will be Northwest Airlines' director of cargo accounting Betsy Sagnes, who will discuss how Northwest has benefited from business process outsourcing with St. Paul, Minnesota-based API Outsourcing. "[She will be discussing] how we are working with local companies to outsource airway bills and invoices out of the cargo division," said Thomas Becher, a company spokesman. "It has enabled us to simplify processes and speed up invoicing of our customers."

Other companies participating in the three-day event include [Unisys](#), [American Express TBS](#), [Cisco Systems](#), Northwest Airlines, [HP Global Outsourcing](#), and [Boeing](#). Some of the areas that will be discussed during the conference are business process outsourcing, document process outsourcing, facilities management outsourcing, and outsourcing in the electronics industry.

A year ago, a group of protesters belonging to the Communications Workers of America attempted to storm the conference at its location in the Disney Yacht and Beach Club Resort in Orlando, Florida, reported WKMG, a Florida TV station.



Program Overview



The 2005 Outsourcing World Summit

Part of The Outsourcing World Summit® Conference Series
February 21-23, 2005 • Hotel del Coronado • San Diego, California

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The Outsourcing World Summit® is a unique forum positioned at the nexus of business, technology, and the global economy. It is based on the premise that outsourcing can only be an effective tool when all those involved – customers, providers, and advisors alike – work together to break through the myths, misunderstandings, and occasional missteps that come with organizational transformation of this magnitude.

At the 2005 Summit we will examine the powerful convergence of business, technology, people, politics, and globalization and how these forces are both shaping and being shaped by the outsourcing decisions executives make. Participants, all of whom are at the forefront of the field, engage in the kind of cross-functional, cross-company, cross-industry, and cross-border dialogue so critical to meeting the challenges we face and to building lasting relationships with like-minded professionals.

The Summit, in its eighth year, employs a range of program elements to ensure a free flow of information and networking for all participants.

Confirmed Speakers



Michael F. Corbett
Conference Chair



Robert Reich
Former U.S.
Secretary of
Labor



Chris Disher
Vice President,
Booz Allen
Hamilton



Fred L. Brown
Past Chairman,
American Hospital
Association



Danny Ertel
Partner, Vantage
Partners



Jagdish R. Dalal
Principal, JDalal
Associates LLC



Al Binford
VP & General
Manager Global
Outsourcing,
Americas, Unisys



Terrie Campbell
National Director
of Management
Services, IKON
Office Solutions



Rick Bertasi
President & Chief
Technology
Officer, USI



Kenneth S. Price
Chairman, Heritage
Environmental



Bill Metz
IT External
Business
Development
Manager, P&G



Abe Eshkenazi
Managing
Director, American
Express TBS



Darren Dolcemascolo, Sr. Partner, EMS Consulting



Kyle Andrews VP, Pretium Partners



William P. Hall President, Pretium Partners



Jean-Francois Poisson General Manager – Contract Management, Bell Canada



Holly Muscolino Director, InfoTrends/CAP Ventures



Ronald P. Zappile President, United Technologies Realty, Inc.



David Barrett Partner, Simmons & Simmons



Peter Brudenall Senior Lawyer, Simmons & Simmons



Gary Halleen President & CEO, API Outsourcing, Inc.



Tom Wirth Manager, Global Business Services, Cisco Systems



Richard Crespin Chief Executive Officer, The Delve Group, Inc.



Brenna Garratt President, The Delve Group, Inc.



Lance Zingale COO, StarTek



Rakesh Kishan Managing Director, Consulting Services, Emcor



Dave Reska Director of Purchasing, Hartford Hospital



Sharon Fried Director of Materials Management, Hartford Hospital



Gregg Groenemann Director of Marketing Enterprise Services, IKON



Nader Samii President, Ajuba International



Ron Muns Founder & CEO, The Help Desk Institute



Robert E. Corbett Principal, RE Corbett Associates



Dale H. Keiter Ph. D. Principal, Management Affiliates



David Buckner VP, Heritage Inter@ctive



Ron Walker Vice President Business Development, EquaTerra



François Brazeau Director General, Public Works and Government Services Canada



J. D. (Denny) Carreker, Chairman and CEO, Carreker Corporation



J. Ross Docksey Partner, Sonnenschein Nath & Rosenthal LLP



Joann Martin Vice President – BPO, Pitney Bowes



Joe Hogan Vice President, HP Global Outsourcing, Hewlett Packard



Anil Kaul Principal, Booz Allen Hamilton

Maureen Kelly-Ostrosky Director, Technology Services, General Growth

Craig Lewis Managing Director, neoIT

Betsy Sagnes Director, Cargo Accounting, Northwest Airlines

Rebecca Spearot Director, Environment Management

Properties

Key Topics

- Breakthroughs 2005!
- The Art and Practice of Change Insurgency
- Managing and Governing Strategic Relationships
- Assessing Your Options
- Outsourcing and the Lean Enterprise
- The Good, the Bad and the Ugly of Outsourcing
- Selling Outsourcing: The Critical Alignment of Marketing and Sales
- Visualizing Results in 3D
- Expanding By-Product Services across the U.S., Canada and Mexico
- A Decade of Revolution
- Offshore Roadmap – Reaching Scale and Results
- Relationship Management: Getting That Extra 10%
- Improving Enterprise Efficiency
- Global Sourcing – Myths and the Current Wave of Restructuring
- What Really Keeps Vendors Up At Night
- Building Win:Win Strategic Partnerships
- An Outsourcing Success Story: Northwest Airlines
- A Case Study for Transforming Global Corporate Real Estate
- Strategic Vendor Management – The Cisco Way
- Using Your Brand to Shorten the Sales Cycle
- Next-Generation Customer Care
- Outsourcing Facilities Management – Managing the Risk for Reward
- Taking the Plunge: Launching and Growing a Successful Provider Company
- Document Outsourcing: Show Me the Money
- Outsourcing “The Desk”
- Outsourcing in the Electronics Industry: Trends, Issues and Emerging Factors
- Behind the Curtain: The Making of a Mega-Deal
- Offshoring Payments Processing: Electronification and Globalization
- Identifying, Prioritizing, and Managing “People Issues”
- Myths, Market Drivers, Best Practices: Cisco – A Win/Win/Win
- Performance Management Framework
- Offshoring – An Honest 360^o Review
- When Outsourcing Isn’t the Industry Norm
- Getting Past Yes: Negotiating As If Implementation Mattered

Participating Companies (as of 1-31-05)

Accenture

ActMinds

Adaptis

Advanced Technology Services

Agilent Technologies

Ajuba International, Inc.

Aliant Telecom

American Data Exchange Corp.

American Express Tax & Business
Services

Google

Great Falls Development Authority

Growing North Dakota

Hartford Hospital

Help Desk Institute

Heritage Inter@ctive Services

Hewlett Packard Company

Hong Kong Trade Development

Pangea3 LLC

PeopleSupport

Perot Systems

PharmSource

Pitney Bowes

Pretium Partners, Inc.

PricewaterhouseCoopers

Print Inc.

ProBusiness, A Division of ADP

American Systems Corporation	Council	Procter & Gamble
API Outsourcing, Inc.	Hong Kong Information Technology Federation	Progress Energy
Aramark Facility Services	Hong Kong Productivity Council	ProQuest
Arvato Services, Inc.	iASPEC Services	Public Works & Gov't. Services Canada
Azeus	IBA USA	Quest Solutions Inc.
BAE Systems	IBM	R.E. Corbett Associates
Bank of Canada	i-ChannelX Corporation	Recruitment Enhancement Services
Bank of Montreal	i-Vantage	Rolls-Royce Corporation
Belcan Corporation	IKON Office Solutions	RSM International
Beaumont Services Company	Infocomm Development Authority of Singapore	RSM McGladrey Financial Process Outsourcing
Bell Canada	Institute for International Research Intetics Co.	SCS Limited
Bierce & Kenerson, P.C.	IPT, LLC.	SEI Investments
Bismarck Mandan Development Association	iTis	Sencor
Blake Cassels & Graydon LLP	IQ BackOffice	Shanghai Baosight Software Co.
BMO Financial Group	J Sagar Associates	Shanghai Lansheng International Trade Co.
Booz Allen Hamilton	Janus Associates	Shanghai Municipal Foreign Economic Relations & Trade
BPOIndia	JDalal Associates, LLC	Shanghai Wicresoft Co. Ltd.
British Columbia Transmission Corporation	Johnson & Johnson	Shanghai Ocer Investment & Consulting Co.
Brown Raysman Millstein	Johnson Controls, Inc.	Shaw Pittman LLP
Business Catalyst International	JPMorganChase	Sify Corporation
C3i Inc.	Kanbay Managed Solutions	Simmons & Simmons
Capital Gains Investments	KBQuest Group, Inc.	Singapore Computer Systems
Carreker	KeyBank	Singapore Ministry of Finance
China Data Group	KPMG Audicont S.A.	Solutions Center LLC
Ci&T	Lason	SouthCoast Projects, Inc.
Cisco Systems, Inc.	Lear Corporation	Sovereign Bancorp, Inc.
Cito/Konkuk University	Lifewood	SPI Technologies Inc.
COL	Management Affiliates	StarTek
Colwell & Salmon Comm. Ltd.	McGladrey Contract Business Services	Stikeman Elliott LLP
Compliance LLC	McMorrow Report LLC	Suma Soft
Connexim	MedPlans Partners	Technology Crossover Ventures
Convergys Corp.	Mercator	The Boeing Company
CVN Alliances Ltd.	Microsoft	The Delve Group
D&B RMS	Microsoft Business Solutions	The HealthCare Group
Dartmouth College	MillionTECH Development Ltd.	The Latte Group, Inc.
Dept. of Veteran Affairs	National Kidney Foundation	The Walt Disney Co.
Diebold, Inc.	National League for Nursing	Towers Perrin
Entegris	Nebula Solutions (Pty) Ltd.	Trowbridge Group
EMCOR	neolT	UNICCO Service Co.
Emerico Corp.	Nextel Communications	UNICOR
EMS Consulting Group, Inc.	NIIT SmartServe	Unisys Corporation
Enlighta Inc.	Nomura Research & Advisory Co., Ltd.	United Technologies.
ePro Systems Limited	North Dakota Dept. of Commerce	USI Corporation
EquaTerra	Northwest Airlines	Venus Software Co. Ltd.
eTV-Media	O'Melveny & Meyers LLP	Vantage Partners, LLC
Excel Technology	Option One Mortgage	Waterford Wedgwood
Experian	Outsourcing2Asia	Wesoft
First American Real Estate Solutions	Outsourcing2India	WNS North America
FLW	Outsourcing, Inc.	W.R. Carnes & Associates
Fortune Custom Projects	outsourcing.gov	Xerox Corporation
Futuresolutions	P-Elevated Corp.	
Gedes Iberia S. A.		
General Growth Properties		
GlaxoSmithKline		
Global Info Systems		

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