

Overview

In a world of increasing global competition, many companies elect to focus time and resources on core missions in order to succeed. Information technology systems and business processes are critical to that success and need to be constantly refreshed, updated and right-sized to keep pace with the changing reality.

As a customer, when you decide to outsource mission-critical technology infrastructure and business processes, you need the right legal advice to ensure sufficient protections, including control, accessibility, security, privacy protections and service provider accountability, over the company data, information and business processes. As a provider, you need to satisfy your customer, while ensuring profitability, maintaining your reputation and attaining customer service at realistic levels. No matter what your situation, Dentons can help.

We have acted for outsourcing service providers, as well as their customers, so you benefit from our ability to provide a solution-oriented approach to negotiating and structuring sophisticated outsourcing transactions. Our experience spans many industries, and we bring recognized expertise in technology, privacy and data protection, intellectual property, human resources, logistics, import and export controls, pensions, taxation, real estate and communications.

Partner with a firm that can deliver comprehensive and seamless global expertise for all types of outsourcing transactions, including onshore, offshore and multijurisdictional service agreements; information technology and business process outsourcing operations; public and private procurement; and intragroup sourcing for efficient processing of operations and tax planning.

Work with lawyers who are skilled in successfully completing complex, substantial, multijurisdictional outsourcing transactions, whether through formal procurement processes or as sole-sourced engagements. We can help you successfully navigate all phases of the outsourcing process, including preliminary consulting advice; preparation of request for proposals; evaluating bids and advising on procurement process issues and risks; implementation, launch and go-live; various transactional levels of closings; renewals, restructurings and renegotiations; and even when necessary, mediation and dispute resolution.