



5 Tips for Mastering Multisourcing



Need help setting up or refining your multisourced service ecosystem?
Use this checklist to guide you through the process.

01 Define your strategy.

- Define business objectives and identify which services to keep in-house to minimize risk.
- Create exhaustive contracts with well-defined responsibilities for service ownership.
- Design contracts with the flexibility to accommodate an evolving service environment.

02 Cultivate collaboration.

- Encourage collaboration internally and empower the IT team to collaborate with vendors.
- Reward collaboration and communication to help break down service silos.

03 Create an integrated process environment.

- Define and standardize strategy for integrating providers with internal service processes.
- Define strategy for integrating tooling between your organization and service providers.
- Make sure integrated processes and tooling enable workflow automation, data communication, fast onboarding, and maintenance of native systems with minimal effort.

04 Improve vendor management through better SLA tracking.

- Make sure your system for tracking service-level agreements delivers these capabilities:
 - A single point of control
 - Real-time, actionable data for vendor management

05 Automate the reporting process.

- Make sure your ticket-reporting system delivers these capabilities:
 - End-to-end visibility into the entire service environment
 - Real-time, actionable data on service cases and providers
 - Customized reports for defined business objectives and key performance indicators

Cisco ServiceGrid™ technology helps simplify each step along the way. It's a cloud-based integration platform that lets you manage service cases across your entire ecosystem.

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