Business Process Outsourcing

Efficiency, Performance & Savings

Business process outsourcing has become one of the fastest growing fields of outsourcing. As companies strive to increase operational efficiency, they continuously scrutinize their operations to identify processes and functions that a third party can perform more effectively or efficiently. We understand. Our attorneys help clients develop efficient and enduring business process outsourcing relationships, focusing on quality control and often involving the transfer of personnel around sensitive labor relations issues, including labor union negotiations, WARN Act compliance, Acquired Rights Directive, and TUPE.

Focus Areas

- Finance & Accounting Services
- Human Resources & Benefits Administration
- Customer Relationship Management
- Call Center Operations
- Supply Chain & Logistics Outsourcing
- Procurement Outsourcing
- Facilities Management
- Legal Process Outsourcing
- Credit Card Processing
- Insurance Applications & Claims Processing
- Back Office Support

Experience

Represented a remote meter reading company (as vendor) in a $1.5 million outsourcing transaction for meter reading for gas, electric, and water utilities.

Represented a Fortune 100 data management company in a $400 million outsourcing transaction of human resources, benefits administration, and finance and accounting functions to PwC.

Represented a credit card and check verification company in a $250 million resourcing transaction of human resources, finance, and accounting services from IBM to a new service provider.

Represented a Fortune 50 manufacturing company in a $200 million outsourcing transaction of finance and accounting functions to ACS.

Negotiated a $120 million agreement for a service provider with a global banking institution to provide an outsourced solution for payment and remittance processing for the U.S. and Canada.

Represented natural gas distributor in a $100 million outsourcing transaction of accounts payable, accounts receivable, and purchasing to Hexaware.

Represented a Fortune 50 retail company in a $75 million outsourcing transaction of accounts payable, accounts receivable, audit, recovery, and cash disbursement functions to IBM Daksh.

Represented a natural gas distributor in a $60 million outsourcing transaction of finance and accounting functions to Wipro.

Represented a Fortune 50 manufacturing company in a $10 million outsourcing transaction of human resources and benefits administration functions to Canadian supplier.

Represented a Fortune 50 retail company in an outsourcing transaction of customer relationship management function for services business to Convergys.

Primary Contacts



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