Information Technology Outsourcing

Optimal IT Solutions

With strategic outsourcing arrangements transcending years beyond their initial agreements, customers must rely on their service providers for the continued provision of the outsourced function. As such, our attorneys help both customers and service providers navigate all aspects of large-scale, long-term information technology outsourcing transactions across global platforms. Working primarily with tier-one and tier-two outsourcing providers, we regularly structure complex, multimillion-dollar deals spanning multiple jurisdictions. Our services cover the entire outsourcing transaction — strategic planning, RFPs, vendor selection, contract negotiation, and post-contract support and restructuring — enabling our clients to cut costs, improve efficiencies, and enhance their competitive advantage.

Focus Areas

- Data Center Operations
- IT Infrastructure Support
- Managed Network, Data, Voice & Video Services
- Application Development & Maintenance Services
- IT Help Desk & Desktop Support

Experience

Negotiated an agreement for a global hospitality company to develop, host, maintain, and operate a distributed global reservation system, servicing over 4,000 locations worldwide and processing over $12 billion in transactions.

Represented Fortune 100 data management company in a $2 million outsourcing transaction of two data centers, network infrastructure, application management, and related support.

Represented public transportation company in a $600+ million outsourcing transaction of IT infrastructure (data centers), network, desktop support, and related services to IBM.

Represented Fortune 100 manufacturer and distributor of consumer products in a $600 million outsourcing transaction of IT infrastructure (data centers), data network, help desk and desktop support, call centers, and related support to IBM.

Represented financial services company in a multivendor, multitower IT outsourcing transaction of its application development, production support, and related information technology systems worth approximately $325 million.

Represented credit card and check verification company in a $250 million outsourcing transaction of U.S. and European data center functions to IBM.

Renegotiated a $200 million outsourcing arrangement for a Fortune 50 retail company for on-site support for in-store IT systems and software to Getronics.

Negotiated a definitive agreement for a global technology provider to provide outsourced managed network and related services to a significant provider of IT outsourcing services and its existing and future clients. The transaction involved the rebadging of approximately 1,700 employees in 30 countries.

Represented a global hospitality company in a $80 million outsourcing transaction of its mainframe operations and related services to IBM.

Negotiated a $25 million agreement for a global hospitality company with Savvis for the provision of public cloud, private cloud, collocation, hosting, and managed services.

Primary Contacts

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