

Outsourcing Agreements: Key Issues and Solutions

New York CLE Seminar Series

Firm Event

November 10, 2009 from 3:00 pm to 5:00 pm (EST)

Chicago

New York, NY

Information technology and business process outsourcing transactions can eventually lower costs, increase the level of service of the outsourced function and increase a customer's access to expertise and new technologies. However, these arrangements are complex and the outsourcing agreement must address many potential risks and pitfalls.

Please join [Deepak Nambiar](#) as he provides a description of different types of outsourcings and discuss key issues that must be addressed by the agreements for these services. The discussion will include:

- Identification of key issues to be addressed in outsourcing agreements, including international transactions;
- The customer's typical approach to the key issues;
- The service provider's concerns with these issues; and
- The compromise positions that are often used to bridge the gap.

The presentation will address how the resolutions of these issues vary for different types of services as well as the impact of the emergence of cloud computing on the issues and these transactions.

In accordance with the requirements of the New York State Legal Education Board, this non-transitional continuing legal education program is not approved for the newly-admitted attorney within the first two years of admission to the Bar.