

# Pros & Cons of Work Models: Shared Services/ Outsourcing/ Near-Sourcing /Insourcing

**Date:** 26 September 2018

**Time:** 11:00am – 12:00pm (Sydney time)

**CPD:** 1 hour



**Instil**  
Engaging bright minds





## Webinar – The Pros & Cons of Work Models: Shared Services/Outsourcing/Near-Sourcing/Insourcing

### Topic Outline

The outsourcing of talent to do work for a corporation has been a societal norm for over a thousand years.

The word *corporation* itself comes from the Latin word **corpus** meaning ‘a body of people’. Indeed *outsourcing* in the modern business context started in the 1970s with external IT organisations providing services to companies, and then moved on to business process (i.e. people doing external process work on behalf of another company) which grew in earnest in the 1990s.

Mutuals too have of course long depended on centralised models to run their businesses – most notably and predictably in the area of information technology, and notwithstanding many attempts to ‘dial up’ the level of industry outsourcing, many such attempts have and continue to fail.

While many larger mutuals have grown in scale to a point where outsourcing per se has become less impactful, the majority of Australian mutuals (that said), continue to depend on centralised structures from which to run their business.

Over time we have generally seen various business models for outsourcing "work" adopted by corporations (including mutuals) as shown below:

1. Shared services: Company A employees doing work on behalf of other business divisions.
2. Outsourcing: Company B doing the work of Company A (national or international).
3. Near-sourcing: Company B doing the work of Company A in a near geographic location (i.e. same city or nationally)
4. Insourcing: Company B doing the work of Company A *inside Company A* (located in-situ with the employees of Company A)

**This webinar will talk to the evolution of "work" per se in the context of models 1 to 4 – including the pros and cons of each; and the opportunities or indeed risks this suggests for mutual ADIs looking forward – including live delegate polling to test and challenge assumptions.**



## Webinar – The Pros & Cons of Work Models: Shared Services/Outsourcing/Near-Sourcing/Insourcing

### Who is this for?

Senior Managers interested to understand the recent history, principles, and process dynamics of the four sources of collaboration – with a view as to how mutuals can further explore real opportunities in this obvious and important area.

### Cost

This webinar is offered at no cost with thanks to our friends at Ash St.

ASH  
ST.

### Our presenter

#### David Ward – Director Advisory, Ash St.

David Ward is the Director Advisory at Ash St. and has spent 30 years working for and advising financial services firms on strategy, the nature of work and increasing organisational capability.

He spent 6 years as Managing Director for a global Business Process Outsourcing company. David has an MBA from Melbourne Business School, a BSc(Hons) in Mathematics and Computer Science and tertiary qualifications in organisational design.

For more information, please visit [ashstreet.com.au](http://ashstreet.com.au)





## About Ash St.

Ash St. are an integrated advisory firm that delivers professional advice and solutions to help businesses transform complex business problems into opportunities. Ash St. was formed by former partners at top tier law firms with a view to offering clients a 'New Way' in professional services. With this foresight, they apply multiple disciplines, **Legal** and **Advisory**, to ensure that their clients' evolving needs are met, no matter how complex.

They pride themselves for their client-centric approach, pragmatism, energy, proactivity and pursuit for the best possible outcomes.

### Advisory – Key Focus Areas

- Market Research
- Business Planning & Strategy
- Role Design and Capability Assessment
- Organisational Design and Diagnostics
- Innovation and Change

### Key Sectors – Legal and Advisory

- Financial Services
- Professional Services
- Manufacturing
- Retail Trade
- Technology
- Agribusiness
- Sales
- Distribution

### Legal – Key Focus Areas

- Mergers & Acquisitions – *nominated for 'Adviser of the Year' M&A 2018 Awards*
- Governance
- Banking and Finance
- Corporate Law Advisory
- Capital Raisings
- Real Property
- Intellectual Property
- Information Technology
- Employment Law
- Projects, Infrastructure and Litigation

ASH  
ST.

Further information.  
**Phone:** +61 2 8651 8700  
**Email:** [info@ashstreet.com.au](mailto:info@ashstreet.com.au)  
**Web:** [ashstreet.com.au](http://ashstreet.com.au)



**Instil**

Engaging bright minds