

The 10 most commonly cited reservations about Procurement BPO

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Often even the most thoroughly vetted procurement BPO solution is met with resistance from other internal constituents. Proactively understanding those concerns and clearly communicating how they will be address is critical to easing internal anxiety.

Some of the more commonly cited reservations about procurement BPO include:

1. Uncertainty that a provider can actually deliver on its promises.
2. Dilution of internal control.
3. Concern over the provider's financial viability.
4. Anxiety regarding how internal staff will be affected.
5. Lack of understanding about the options considered in the evaluation process.
6. Poor experiences with past procurement initiatives.
7. Limited public success stories to generate internal enthusiasm.
8. Problematic change management effort with users and suppliers.
9. Loss of tactical functions limiting an organisation's ability to develop internal talent.
10. Confusion regarding the scope of services the provider will deliver.