

*TPI's assistance in negotiating a procurement outsourcing arrangement has contributed to the success of our initiative via a clear and concise agreement with the service provider.*

*TPI's professionals demonstrated their capabilities as solid and reliable advisors — true experts in their field.*

— Vice President, Indirect Sourcing  
Retail company

**HOW WE WORK**

**We are the advisors best suited to help you:**

**Define the Challenge**

- Enhance the role of procurement in enterprise transformation
- Blueprint a more agile enterprise
- Set operational performance goals
- Determine potential for cost savings and balance sheet flexibility

**Build the Capability**

- Access outsourcing market insights
- Source intelligently with TPI tools, templates and training
- Transfer knowledge and skills to your team
- Initiate enterprise change management

**TPI will assist your team as they:**

**Execute the Challenge**

- Define statements of work and service levels
- Select service providers
- Analyze business cases
- Negotiate and develop contracts
- Effect implementation and transition

**Deliver to Results**

- Establish and enhance service management capability
- Deliver governance services and reporting
- Guide program management
- Fulfill change management

**EXTENDING RESOURCES, EXPANDING COMPETENCIES**

Today's procurement organizations have evolved from transactional roots to agents of transformation. As procurement professionals enhance value to their organizations by becoming drivers of major transformational initiatives — including outsourcing — they turn to TPI's expertise and trusted partnership to rapidly deliver best-in-class outsourcing tools, market insights and guidance to expand internal transformational capabilities and deliver improved costs, service and flexibility.

**Let CPO Services Uncover the Opportunities in Your Organization**

**TPI'S EXECUTION SERVICES**

**Assisted Sourcing Transactions** — Leverage TPI to provide support, tools and knowledge transfer to enable sophisticated procurement teams to lead outsourcing initiatives.

**Complex Services Sourcing** — Improve results for complex non-outsourcing services, contracting through expert project support and tools to augment internal procurement capabilities and capacity.

**Strategic Sourcing** — Lead the sourcing and contracting process for discrete goods and services categories.

**Governance Services** — Manage outsourcing relationships with TPI's proven business process service.

**M&A Support** — Rationalize and restructure service provider portfolios during M&A "re-due diligence," transition planning and execution with TPI experts.

**Benchmark Clause Execution** — Navigate the complexities of benchmarking provisions in your procurement agreements with the help of TPI's knowledge and experience.

**Renegotiation and Dispute Resolution Support** — Improve negotiation outcome with TPI's proven market expertise and professional advice, either behind-the-scenes or on-site.

**INFORMATION SERVICES**

**Service Management** — Build, access and improve your ability to manage sourced services through TPI Maturity Assessment, Operating Model Development, Education and Transition service offerings.

**High-level Enterprise Opportunity Identification** — Find real opportunities for cost savings and service improvements within your organization as its costs and sourcing profile are expertly mapped by TPI.

**Portfolio Review** — Identify agreements ripe for cost savings or service improvements with this quick review of your service contracts.

**Pricing Terms Review** — Identify potential savings opportunities with this in-depth review of a select group of potential services contracts.

**Market Research** — Quickly match your business needs and specific provider capabilities through TPI's extensive market insights and custom research.

**Outsourcing Strategy Workshops** — Learn the key trends and issues in today's outsourcing marketplace with a customized one-or two-day event led by TPI outsourcing experts.

**Subscription Service** — Benefit from TPI insights, market indicators and best practices for outsourcing and procurement, bundled with on-call advisory support.

**CPO SERVICES**

TPI's CPO Services team specializes in helping organizations to achieve greater strategic impact within their procurement organizations. Through knowledge transfer, expert advice, sourcing tools and project support, we help you achieve your mission of delivering sustainable cost savings and service improvements to your company.

Benefit from our broad expertise in procurement via direct assistance from TPI's experts. We will work with you side-by-side to develop procurement strategies and training opportunities customized specifically for your organization.

TPI brings a wealth of procurement tools and resources that are ready for your immediate use, whenever you need it. From our recognized thought leaders to our extensive library of market research, TPI puts the power of information in your hands.

## LOOKING FOR A STRATEGIC PARTNER?

TPI's CPO Services experts can help you achieve your organizational goals through objective advice, knowledge of your industry and experience with arrangements from simple to complex.

Looking for a strategic partner? Contact **Bill Huber**, Partner & Director, CPO Services, TPI, at **+1 540 318 0124** or **bill.huber@tpi.net**. For more information, visit [www.tpi.net](http://www.tpi.net).

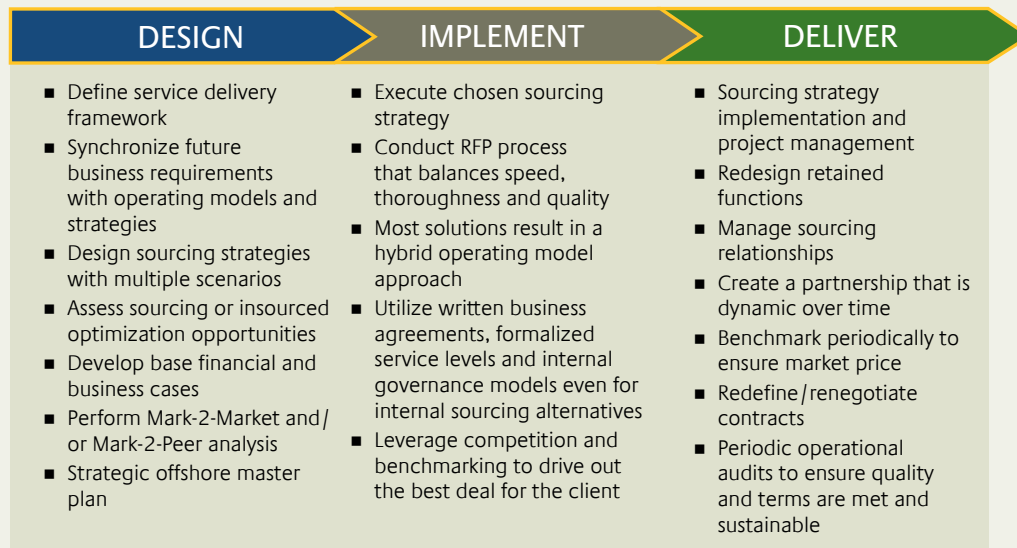
## ABOUT TPI

### Who We Are

TPI, an Information Services Group company (NASDAQ:III), is the founder and innovator of the sourcing advisory industry, and the largest sourcing data and advisory firm in the world. We are expert at a broad range of business support functions and related research methodologies. Utilizing deep functional domain expertise and extensive practical experience, our accomplished industry experts collaborate with organizations to help them advance their business operations through the best combination of business process improvement, shared services, outsourcing and offshoring. In 2010, the International Association of Outsourcing Professionals ranked TPI no. 1 in its Global Outsourcing 100: World's Best Outsourcing Advisors. For additional information, visit [www.tpi.net](http://www.tpi.net).

### What We Do

TPI concentrates exclusively on helping enterprises make lasting improvements to their business support operations from strategy, design and implementation of service delivery solutions



## Our Mission is Our Passion

Our advisors share a genuine passion for the value that we help our clients achieve. The outcomes that we recommend are driven by your unique situation and a meaningful understanding of your market realities.

For more information about TPI and the sourcing industry, visit [www.tpi.net](http://www.tpi.net).

## To learn how TPI may assist you, please contact:

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## WHY TPI?

Global 1000 enterprises rely on TPI for our strategic expertise across a range of service delivery options. Our advisors bring you:

- **Experience** — Each TPI advisor brings a wealth of experience and the practical savvy to guide you in the right direction.
- **Knowledge** — As sourcing industry insiders, we have access to up-to-the-minute data, the latest research and the key relationships to help drive your results.
- **Objectivity** — TPI is known throughout the industry for integrity and objectivity. We offer impartial advice seasoned by our collective insight and leadership.