



Event

Source: Blue Hill Data Services

Webinar Featuring Crossfire Panel about Buyer and Provider Relationships

Join Blue Hill Data Services and CAPS on Tuesday, September 18th, 2012 from 2-3pm EDT for this crossfire panel of industry experts. Panelists include Vishal Ahluwalia, Executive Director, Head Outsourcing/Off-shoring WMA, UBS; Joseph Rosenthal, VP, Global Infrastructure Services Technology Sourcing, Barclays Capital; John Lalli, COO, Blue Hill Data Services; Peter Messina, Senior VP & Operating Officer, Computer Alternative Processing Sites (CAPS), Inc.; Frank Casale, President, Outsourcing Institute.

The Disconnect: Buyers are From Mars and Vendors are from Venus

Date: September 18, 2012

Time: 2:00 pm - 3:00 pm EST

Register: [Click Here](#) to Register for Webinar

Cost: Free

Although outsourcing has been a thriving, growth market for over 20 years, we are still seeing a recurring theme of the disconnected, even dysfunctional, relationship between outsourcing clients and providers. This large and growing trend is potentially the single most significant thing impeding ROI for both sides of the equation, particularly in the ITO space. There is a famous BB King song entitled "The Thrill is Gone". Is this what you are taking away from your monthly governance meetings?

This panel discussion of buyers and providers continues the debate started at our NYC Road Show in June. We will candidly analyze the key factors contributing to this malaise and recommend practical remedies for those looking to get to a more productive place with their outsourcing partners.

Our panel of experts will identify global problems, probe systemic causes and draft specific solutions, including:

- What problems are exclusive to the ITO buyer-provider relationship?
- What quick fixes can I put in place today...and what answers are there for the long-run?
- As technology matures and changes how can the buyer-provider relationship keep pace?

Moderator: Frank Casale, Founder and CEO, The Outsourcing Institute

Panelists: John Lalli, Chief Operating Officer, Blue Hill Data Services
Peter Messina, Senior VP & Operating Officer, Computer Alternative Processing Sites (CAPS), Inc.
Vishal Ahluwalia, Executive Director, Head Outsourcing/Off-shoring WMA, UBS
Joseph Rosenthal, Vice President, Global Infrastructure Services Technology Sourcing, Barclays Capital

This is guaranteed to be a great session. Don't mind the finger pointing!

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About Blue Hill Data Services

Blue Hill Data Services helps customers reduce their operating costs and minimize risk by providing on-shore fully managed data center solutions. Our world-class facilities, highly skilled and experienced staff, and reliable 24x7 services have supported clients worldwide and from all industries since 1994. Blue Hill specializes in mainframe, open systems, and AS/400 iSeries-mid range managed hosting services and dedicated Disaster Recovery solutions. Our differentiation is providing customized yet flexible SLAs and contracts that enable clients to work in the manner they choose, delivering total end-to-end support or specific functions as required. We are proud our client retention is 100%.

For more information, please visit <http://www.BlueHillData.com>

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