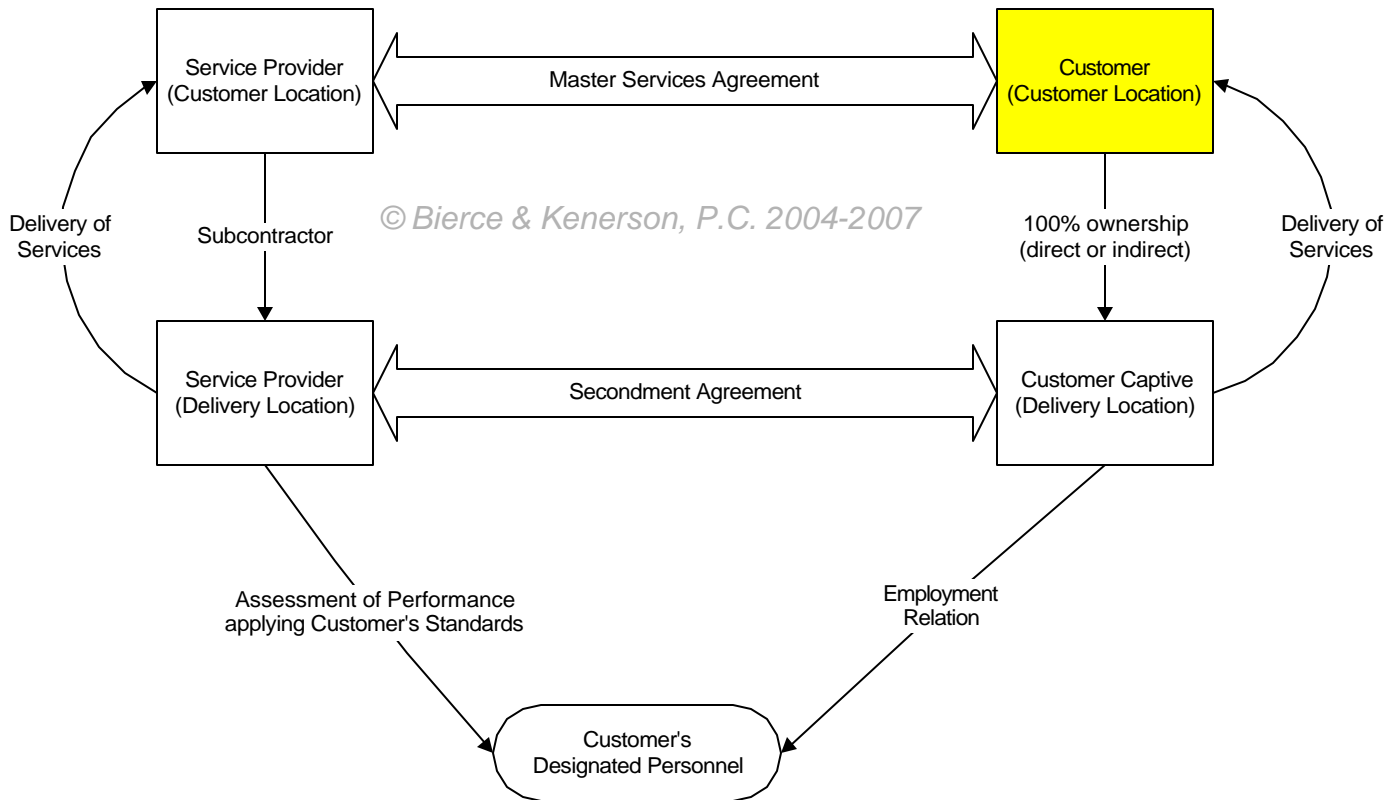


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## Outsourcing Strategies: Captive Serviced by a Service Provider



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### Roles:

1. This hybrid structure enables the customer to retain control and knowledge capital of the personnel but enjoy benefits of SLA's managed by a service provider..
2. Governance structure establishes interaction for project management and process controls. This must address matters of co-employment and supply-chain interdependencies.
3. Exit strategies include renewal, restructuring or termination with or without acquisition of service provider's facilities.



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