

## Outsourcing Services Capgemini Belgium in Mediaplanet

**Veerle Henderickx, our OS Vice President, was featured in an expert panel on outsourcing in this week's Mediaplanet, an attachment to De Standaard, one of Belgium's leading newspapers. She answers three questions on the topic.**

Here's a translation of the article:

### **What is, according to you, the most important evolution in outsourcing services and what can we expect in the near future?**

**Veerle Henderickx:** "The outsourcing demand is fuelling the growth of "cloud computing" and "Software as a Service" ("SaaS"). Also, more and more companies are seeking to entrust the full lifecycle management of their IT applications to trusted partners. The cost of maintaining and stabilizing the existing IT landscape often jeopardizes the investment in new initiatives."

### **How do you get a healthy outsourcing relationship between service provider and client?**

**Veerle Henderickx:** "Even the most sophisticated IT organizations continue to experience challenges with the implementation of Governance and proven industry-standard processes. Our Service Management practice play a key role in resolving such challenges by managing the work environment and by supplying the processes, tools and operations which coordinate the supplier base and provide the information necessary to make the right business decisions."

### **What do companies need to consider before going to a service provider?**

**Veerle Henderickx:** "A good outsourcer brings innovation, best practices and proven toolsets to their clients. Companies should look for flexible contracts that evolve with their needs. And a solid governance structure enables effective service through clear accountability, defined policies, and improved quality and speed of decision making."

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- [The full Mediaplanet article.](#) (Dutch)