BENTLEY MOORE EXECUTIVE

Outsourcing Troubleshooting Services

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Introduction

To minimise operating costs, achieve efficiency gains, and leverage external expertise, many organisations regard outsourcing as a cornerstone of modern business strategy. In many cases, it is the most viable and cost-effective option to deliver on operational and strategic objectives. Outsourcing enables access to advanced technologies, niche capabilities, and scalable services that would otherwise be impractical or cost-prohibitive to develop internally.

Outsourcing can extend across nearly every dimension of an enterprise: technology (infrastructure, data, software, platforms), business services (finance, payroll, recruitment), and operational continuity (disaster recovery, business continuity, service delivery). Such arrangements require careful planning, supplier integration, and governance across multiple internal and external environments.

However, the breadth and complexity of outsourcing also introduce risk. When multiple suppliers, technologies, contracts, and stakeholders interact, challenges can quickly escalate. Issues such as supplier underperformance, governance breakdowns, contractual disputes, or service instability often emerge—creating significant operational and financial impact.

Outsourcing Troubleshooting Services provide the expertise to address these challenges. Our approach is holistic, encompassing organisation, people, technology, process, services, operations, supplier management, legal compliance, procurement, and commercial structures. The objective is not merely to resolve immediate issues but to stabilise, optimise, and restore effective delivery and value across the entire outsourcing ecosystem.

Outsourcing Troubleshooting Services

Outsourcing Troubleshooting Services deliver specialist intervention and resolution for organisations facing complex difficulties in their outsourced operations or transformations. We combine strategic, operational, technical, and commercial expertise to stabilise distressed outsourcing environments, restore control, and ensure outcomes align with both contractual commitments and business objectives.

The value of this service lies in its ability to bring clarity, structure, and accountability to fragmented or high-risk outsourcing landscapes. It delivers a comprehensive recovery and turnaround capability that applies across all industries and sectors, providing a decisive path to stabilisation and long-term performance improvement.

The Challenge
Scenario 1: Private Sector – Technology-Driven Organisation Undergoing a Major Outsource

Consider a private sector organisation operating in a highly technology-driven industry, embarking on a major outsourcing initiative that transfers approximately half of its IT estate to external service providers. In parallel, several smaller outsourcing projects cover payroll, disaster recovery, business continuity, and application development.

The organisation maintains a hybrid cloud environment with a complex mix of on-premise and cloud-based applications, some developed in-house and others externally. Its operations are intricate, supporting multiple customer segments and data-intensive services. Although the staff are technically skilled and experienced in their core business, they lack the large-scale transformation management capability required to coordinate an outsourcing of this magnitude.

As the initiative progresses, activities become fragmented. Governance is inconsistent, supplier accountability is unclear, and interdependencies between service towers are mismanaged. Critical systems experience instability, project timelines slip, and costs escalate. With overlapping supplier responsibilities and limited end-to-end visibility, operational risk increases and customer satisfaction declines.

Pausing the outsourcing programme is not an option. Internal resources lack the expertise and capacity to address the escalating crisis, and attempts to manage recovery internally would likely exacerbate the problems.

An Outsourcing Troubleshooting engagement becomes essential to diagnose, stabilise, and realign delivery across all domains—organisation, people, technology, process, services, operations, and supplier management.

Scenario 2: Public Sector – Central Government Department Outsourcing its IT Function

Now consider a central government department undertaking the full outsourcing of its IT function to a single strategic Systems Integrator (SI). The SI is tasked with consolidating all physical infrastructure into two primary data centres, providing virtualised environments for approximately 19,000 users, and assuming responsibility for a significant portion of bespoke application development. Over 32,000 applications and middleware components are to be onboarded while the department adopts a "cloud-first" strategy for future services.

The complexity of this transformation is immense. Procurement, contracts, data migration, application onboarding, and infrastructure delivery are all interdependent, meaning any delay or misalignment cascades across multiple streams. Divergence between strategic intent, procurement governance, and technical execution introduces systemic delivery risk.

As issues arise, contractual tensions escalate, service transition falters, and mission-critical systems experience outages. Internal teams, constrained by limited experience in managing large-scale transformations, cannot effectively control or recover the situation. Stopping the programme would have severe financial, operational, and political consequences, yet continuing without intervention risks failure at scale.

An Outsourcing Troubleshooter acts as the stabilising force and the bridge between strategy and delivery. The Troubleshooter orchestrates recovery by unifying all elements of delivery - people, process, technology, operations, services, contracts,

and governance - ensuring alignment, momentum, and accountability across all stakeholders.

How We Can Help

We bring extensive experience in providing Outsourcing Troubleshooting Services across both public and private sector environments. Our approach is pragmatic, results-oriented, and tailored to each client's context. We draw on a wealth of experience gained from resolving complex, multi-million-pound outsourcing programmes and transformations in crisis.

Our capability can be deployed at any stage of the outsourcing lifecycle:
Commencement Stage: Providing assurance, structure, and risk mitigation at the outset to prevent foreseeable issues before they impact delivery.
In-Flight Recovery: Diagnosing and stabilising outsourcing programmes already facing challenges, restoring governance, and re-establishing control.
End-to-End Turnaround: Assuming responsibility for distressed outsourcing environments, leading recovery from crisis through to full delivery and operational stability.

We address the full outsourcing ecosystem, including technology refresh activities, supplier onboarding and exit management, service transition, procurement, contract and commercial management, governance, and risk management. Engagements can be broad and holistic, covering the full delivery landscape, or focused on a specific area defined by the client.

Our Outsourcing Troubleshooters combine strategic insight with hands-on operational experience. We recognise that outsourcing issues rarely exist in isolation—they are interconnected across multiple domains. By addressing these relationships holistically, we deliver order, clarity, and control to complex, multi-supplier, multi-technology environments.

The result is the restoration of delivery confidence, minimised operational disruption, and a renewed ability to achieve intended business outcomes.

Our Outsourcing Troubleshooting Services give organisations the assurance that, regardless of sector, scale, or complexity, they have access to the expertise required to stabilise, recover, and deliver value from their outsourced environments.

Contact Us

Should you wish to discuss any of your requirements and how we can help you, you can contact us as follows:

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Our Services

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