



## **Outsourcing Conference to discuss Cost Savings and Efficiency in Performing Non-Core Business Functions**

Arab Outsourcing Conference 2009 will bring together leading International Consultants, Service Providers and Regional Outsourcing Professionals from a broad cross section of industries in the Middle East.

From Government to Telecom and Oil & Gas sectors, Outsourcing has become an integral part of the business. Adopting Outsourcing approach in current operating models is a journey that promises savings of up to 40% on the total cost of support functions within an organization. But, as in any major transformation, Outsourcing requires a high degree of leadership and senior management commitment, a systematic and comprehensive approach, and a good deal of change management.

Companies in the Middle East are becoming very active on the Outsourcing front and are catching up with highly matured International Organizations. Globalization, Cost pressures and Increased competition has prompted a growing proportion of Middle Eastern Companies to expand their shared services and the range of business processes (Customer Service, Facilities Management, Finance, HR, IT, Legal, Procurement & Supply Chain, Sales & Marketing etc. to name a few) they are willing to Outsource, both locally and offshore.

The Arab Outsourcing Conference presents a number of international outsourcing experts and authors including Mark Kobayashi Hillary (UK), Maurice Greaver (USA), Peter Brudenall (UK), Peter Reilly (UK), Dr. Soeren Dressler (Germany), Stephen Bullas (UK), Tom Bangemann (USA) and also Middle Eastern perspectives from regional experts such as Ayed Ruwaili (Saudi Aramco), Bill Lewis (ADAT, UAE), Duncan Alexander (Mercator/Emirates Airlines, UAE), Hesham Amiri (DOZ, UAE), Ibrahim Gailani (UAE), Ibrahim Al Mubayadh (AMS, Saudi Arabia) and Khaleelo Khan (BT, UAE).

This conference promises an unparalleled learning experience for those wishing to embark on an Outsourcing journey or who have already implemented such a model. The Conference spans 4 days including an introductory level Pre-Conference Master Class on 26<sup>th</sup> April 2009, 2 Days Conference from 27-28, April 2009 and a Post-Conference Master Class on Outsourcing Contracts and SLAs on 29<sup>th</sup> April 2009.

More information on the event is available at <http://www.arab-outsourcing.com/>

### **About TCQ Triangle**

TCQ TRIANGLE is a leading independent organization, providing timely, accurate and objective business information and best practice solutions for organizations around the world. TCQ organizes a number of high-value Conferences in Dubai and many other strategic locations around the world and focuses on the most pressing and timely issues facing decision-makers in today's global economy. TCQ works with experts and leaders who have deep knowledge and practical experience to address these issues, ensuring that the conferences are timely, up-to-date and packed with issues that the delegates are facing in their line of work. Each conference topic is researched in depth; and agendas are developed in consultation with the target industry's thought leaders – many of whom serve on the Conference Advisory Boards. For more information, visit [www.tcqconferences.com](http://www.tcqconferences.com)