





“The greatest danger in times of turbulence is not the turbulence - it is to act with yesterday’s logic.”

Peter Drucker

A Specialist Network Partner

We're helping performance manage some of the biggest, most complex retail and after-sales networks for leading brands across the globe.

Our customers want improved network performance, and we provide solutions that make them more efficient and effective than ever before.

Network Performance
Improvement.
Achieved.



Our Clients

Our clients don't measure us on how hard we tried. They measure us on their desired outcomes : a clear and positive return on investment.

Our client's perception of us is our current reality. This is why they're loyal.



What We Do

OUTSORC is a professional services company that specialises in network management and performance improvement for brands with retail and aftermarket networks and supply chains. Headquartered in the UK, with offices in Singapore, we support clients across the globe.

We recruit and performance manage people to help your network improve, evolve or grow; develop network training interaction programmes to realise change and skills improvement; and provide leading-edge technology to make you more efficient and effective than ever before.



We help our clients...

Sell more, to more customers, in greater volumes, more frequently and profitably.

Improve network and outlet Return on Sales.

Improve customer satisfaction and loyalty.



Strength Through Specialisation

We support our clients in over 70 countries.

With over 5,000 network outlets.

In the automotive, insurance, construction and agricultural sectors.

Every month we deliver thousands of standards assessments, training interactions and network improvement activities for our clients.

We work across a range of network types :

Retail and Sales.

Service and maintenance.

Repair and Fast-Fit.

General and specialist suppliers.

Our Values

Our values shape the culture of our organisation and define the character of our company and the way we do business. We live the core values through individual behaviours. They serve as the bedrock for how we think, act and make decisions.

Reliability: our minimum level of service delivery is doing what we say we're going to do. Our track record has earned our clients' confidence and trust which is a critical foundation for delivering long term value.

Honest and Integrity: working with our clients in a transparent, open and honest way in everything we do, so they feel assured and fully informed at all times.

Results Driven: thinking about and doing the things that matter most to our client's organisation. A laser-like focus in delivering commercially practicable and valuable outcomes.



The alignment of team activity and behaviour to your commercial objectives and priorities is at the heart of how we make a difference.

Value for Money: value considerations are always high on our agenda. Our focus on client outcomes and business improvement is the basis for delivering value for money, and further enhanced with transparent and competitive pricing.

Hands On: our experts are directed, led and motivated by OUTSORC in partnership with our clients. We seek to work frequently and closely with you to continually stimulate new thinking.



“There is immense power when
a group of people with similar
interests get together.”

Idowu Koyenikan

Our Vision

Our vision is simple, yet drives everything we do in our organisation:

Our vision is that every client recommends Outsorc because we improve network performance.

We believe improved performance is not achieved through technology alone. Client success comes from having the right people, with the right skills, working in a brand-aligned way, performing the right activity, using the best performance managed and supported network management systems and tools. This, along with high-caliber organisational leadership and network management know-how is the way to success.

“The supreme excellence is simplicity.”

Henry Wadsworth Longfellow



Our Services

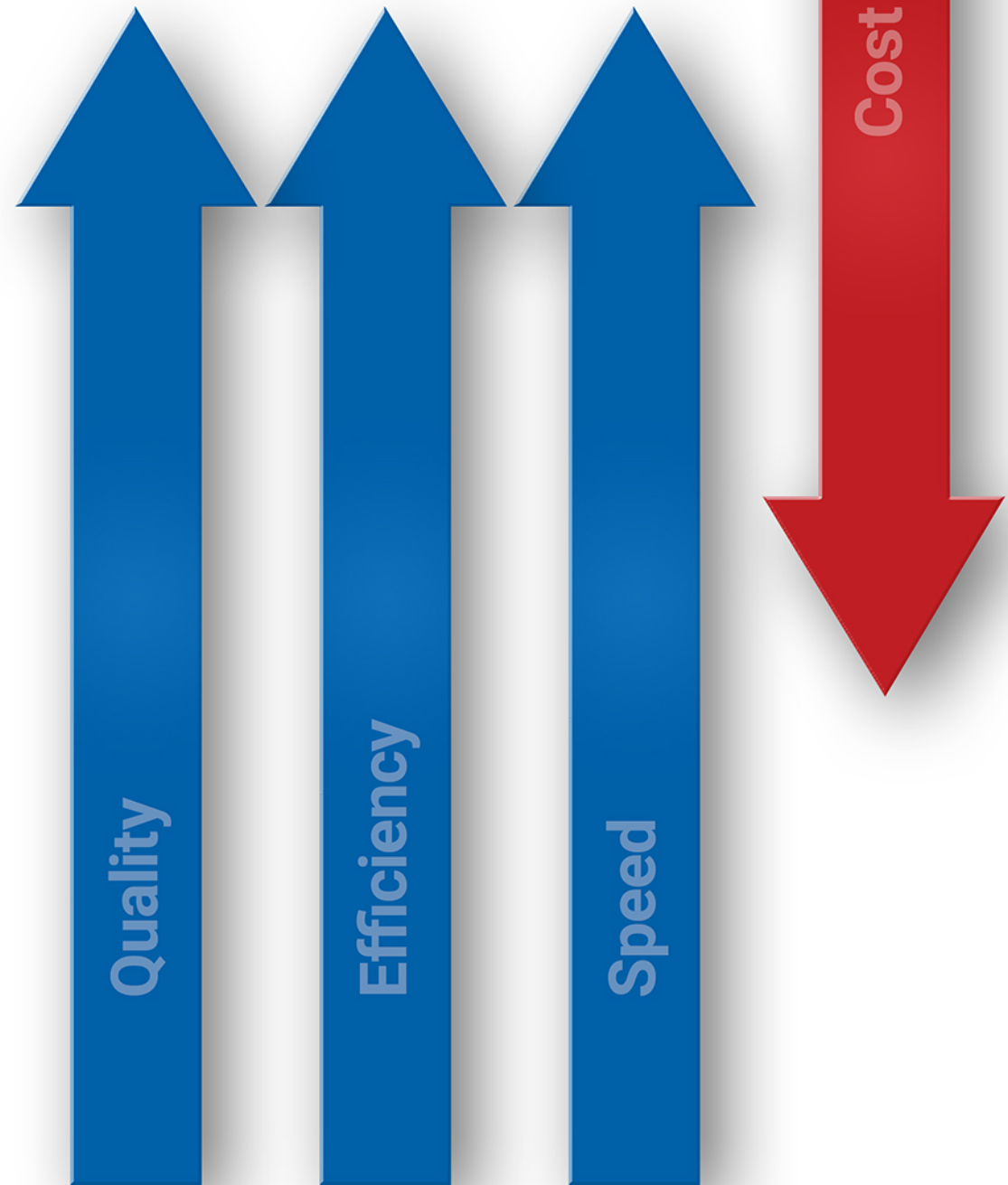
Thinking globally and acting locally

Three core services to support our customers, perfected over ten years.

Dedicated and performance managed industry experts with subject specialists to enhance network performance.

Tailored and branded network training and coaching programmes.

Advanced management tools to maximise network efficiency and effectiveness.



Industry Experts to Support Networks

Our manifesto for network performance improvement field support teams is simple: employ capable people, align them to client objectives, provide the best tools, motivate and support with strong leadership, performance manage activity, and quantify network improvement.

We have extensive experience, expertise and know-how in creating new improvement programmes and rejuvenating existing ones. Our leadership team has an impressive track-record in performance managing demanding programmes in the UK, mainland Europe, North America and Asia.

Our teams benefit from internal knowledge, expertise and experience harnessed within other programmes we manage and additive thinking from our leadership team. This means that, our teams think about and do the things that matter most in achieving our client's goals.



Network Training and Coaching

Our manifesto for successful network training and coaching programmes is to make them relevant, enable rapid learning transference into workplace actions, delivery by people with relevant experience and expertise, in the learner's 'language', with clear learning objectives and measurable KPIs.

Focus. Strategy. Action. Results.

We are highly experienced and capable in creating, rejuvenating and performance managing tailored commercial training programmes for manufacturers. From design, development and delivery of training and coaching specific skills, to the management of branded national training academies.

We provide people assessment programmes to identify Training Needs Analysis. We help to ensure the right people are given the correct training intervention at the right time.

We deliver training and coaching programmes in the UK, mainland Europe and Asia.



Leading-edge Network Systems and Tools

MONITRR is the global application behind evidence-based decision-making for those who want to be ahead and save money in proactively improving network standards and performance: know everything, anywhere, anytime.

Developed by OUTSORC and used globally by leading brands in the automotive, insurance, construction, financial services and agriculture sectors.

MONITRR

Global. Flexible. Proactive. Secure. Insightful.



KEY FACTS About MONITRR

1. Used by leading national and multi-national brands.
2. Supports every time zone, currency, and 18+ languages
3. Supports every type of network, standards and best practices.
4. Used by over 5,000 suppliers.
5. Used in over 70 countries.
6. Average user response time of less than two seconds.
7. Average user session time under three-minutes.
8. Accessible on desktop, laptop, tablet and mobile.



“It’s no longer the big beating the small, but the fast beating the slow.”

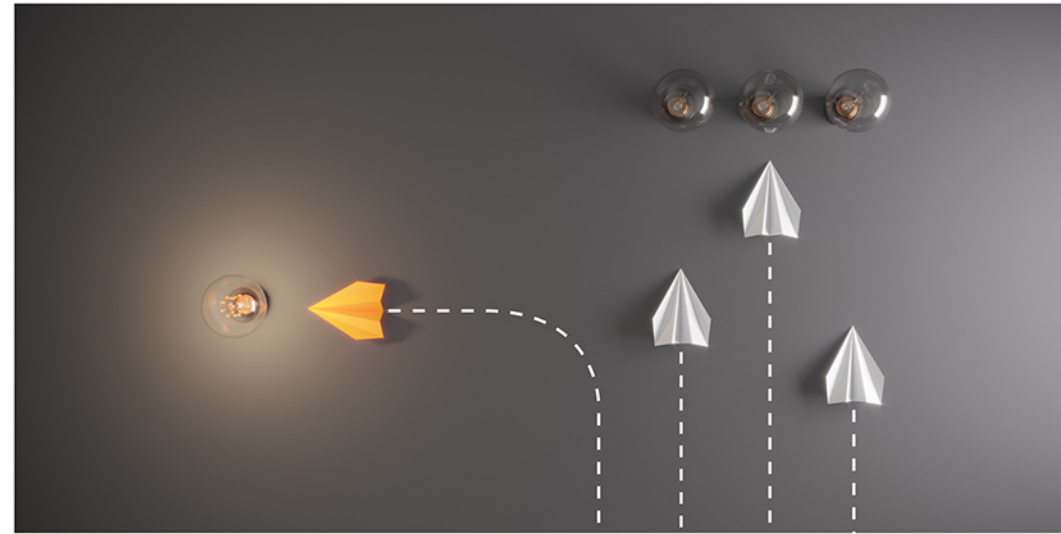
Eric Pearson

Different in Ways that are Meaningful

We care about our customers' business as if it were our own. We are motivated by the improved performance that we help realise. This is the reason why our customers value the way we work and choose us time and again.

1. Specialist network partner, across the globe with tried-and-tested solutions perfected over a decade.
2. Employ and performance manage subject specialists who quickly become your brand ambassadors and achieve your commercial objectives.
3. Utilise leading-edge systems and tools so you can do more.

4. Leverage network best practices in multiple industries : automotive, insurance, construction, financial services and agriculture.
5. Superior account management : blending day-to-day tactical support and medium-term strategic network development. A quality of action.
6. Measure the value we bring to quantify your Return on Investment.



Helping Our Customers Win Industry Awards

A rich tapestry of additive thinking, focus, drive and determination, creativity, practicable innovation, attentiveness, proactiveness; and specialist expertise all contribute towards our growth, customer loyalty and industry awards.



IMI Training Centre of the Year



Bodyshop Awards 4 Times Winner



Large Employer Apprenticeship Programme of the Year



allabout School Leavers in 5 Separate Categories

....it all adds up.



Our Leadership Team

Our leadership team has a combined 75+ years experience improving manufacturer network performance in every continent.

Our knowledge in automotive, insurance, construction and agricultural sectors uniquely affords deep knowledge and know-how on network operating best practices to improve Return on Sales and deliver an excellent branded customer experience.

Our leadership team work hard to understand your unique network challenges and your specific business requirements. Since 2007, their motivation has always been to achieve client objectives in a cost-effective and branded way.

Our leadership team remains committed to ongoing investment in people skills, culture, and delivery infrastructure to keep up with the demands of our current and future clients.




OUTSORC

Network Performance Improvement. **Achieved**

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*"The most dangerous phrase in the
language is 'we've always done it this way'."*

Grace Hopper