

**Bird & Bird & Outsourcing**

# International outsourcing expertise

## A market-leading outsourcing team

Our commercially focused international outsourcing team has a market-leading reputation, with the track record to match. We have extensive experience of advising on the full range of outsourcing arrangements in the public and private sectors and are recognised in all the independent legal directories as a top tier firm in this area.

Our 23 international offices\* in 16 locations worldwide all have dedicated IT and outsourcing expertise, enabling us to offer seamless advice on multi-jurisdictional transactions.

### Michelin Group

We have advised the Michelin Group on a number of IT and BPO outsourcing projects, including a global outsourcing of its IT infrastructure and application development requirements with a total deal value in excess of £700 million.

### Mecom Group

We advised Mecom (a major, multi-platform European media group, which publishes over 40 paid-for daily titles and 250 free-sheet papers and operates over 200 digital channels) on a cross border first generation IT outsourcing transaction involving its operations in the UK, the Netherlands, Norway and Denmark. The deal involved the transfer of Mecom's IT infrastructure in its operating divisions to its preferred supplier, HCL Technologies in a deal worth £50m over five years.

*[The Bird & Bird outsourcing team] is valued for its "consistently high quality, proportionate commercial judgment".*

*Legal 500 2011*

## In-depth know-how and experience

We have an in-depth understanding of the key risks and opportunities involved in outsourcing projects and the factors that make for a successful ongoing relationship in these areas. In addition, as our practice involves acting for both customers and suppliers we have real insight into the kinds of issues and concerns that drive the behaviour on both sides of the table. We believe that this perspective brings real benefits to our clients, allowing deals to be negotiated in as constructive and efficient a manner as possible.

*Sources praise this firm's outsourcing team for its "consistent approach" and "strong culture of high-quality legal work."*

*Chambers UK 2012*

### BT

We advised BT on a three year extension to its Defence Fixed Telecommunications Service (DFTS) network outsourcing contract with the Ministry of Defence from 2012 to 2015. The contract extension is expected to be worth £640million in revenue to BT over the period of the extension. The DFTS service provided under this long term contract now covers over 2,000 sites and connects 230,000 users across the UK, Germany and Cyprus.

\* Bird & Bird has a global association agreement in Singapore.



## Technology outsourcings

Bird & Bird has long been the 'go to' firm for technology outsourcings. Drawing on our pre-eminent reputation in communications and IT law, we have been advising for over 25 years on the full range of networks, IT infrastructure, applications development and hosting deals. We have been involved in some of the largest and most innovative technology transactions undertaken in the UK and internationally.

*Dedicated outsourcing specialists who work seamlessly on multi-jurisdictional transactions.*

*Chambers Global 2010*

### Global US Investment Bank

We have advised a global US investment bank on a wide range of technology and sourcing projects, including a second generation desktop outsourcing, the creation, fit out and operation of a new data centre and the rationalisation and consolidation of the bank's telecommunications requirements on an international basis.

*"They are very commercial. They don't waste energy on making a point and have a win-win attitude."*

*Chambers UK 2012*

## Business Process Outsourcing (BPO)

We have been at the forefront of the BPO market as it has developed over the last decade or so. We have acted on the outsourcing of a wide range of back office processes and functions, including finance and accounting, logistics and supply chain, HR and payroll services, pensions administration, customer contact centres and R&D and manufacturing facilities.

### European Insurance Group

We advised a European insurance group on a complex, multi-million pound business process outsourcing which involved the transfer of over 1,000 back office staff, significant asset transfer arrangements and a wide ranging IT transformation project.

## Our client service proposition

We always aim to become fully integrated with the client's project team in a seamless manner so that we are regarded as simply "part of the team". We provide relatively small numbers of highly skilled practitioners who can carry out work quickly and efficiently. This approach is supported by a range of tools and templates that we have developed, based on our experience, which assist in the efficient execution of the various stages of an outsourcing transaction.

As well as advising on the structuring, documenting and negotiation of a deal, our service includes a range of additional features that help our clients to deliver successful projects. These include: workshops for those members of the team who will manage the contract on an ongoing basis; contract handbooks and guides for contract managers; maintenance of a central record of all change control notes and other amendments to the deal documentation, and a facility to make this available on-line to authorised personnel within your organisation.

## Support throughout the outsourcing lifecycle

Our outsourcing team has in-depth experience in supporting all aspects of outsourcing activity during a programme's lifecycle, from helping to shape or respond to the tender and advising on the bidding process through to project implementation. Our service does not stop at contract signature - we

believe strongly in helping clients drive as much value as possible from a deal by way of effective contract management. Our contract management work encompasses in-house legal support as well as liaison between customer, supplier and subcontractors.



## Contact



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*Sources are “impressed by their depth of resources – they are very focused on our business needs and have a great sense of where the market is.”*

*Chambers UK 2013*

*Bird & Bird impresses with ‘expert knowledge based on hands-on commercial experience’, and delivers a level of service ‘second to none’.*

*Legal 500 2012*

*The firm is acclaimed for its handling of complex outsourcing transactions and its excellent client service.*

*Chambers and Partners 2011*

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