



# Living with an xSP

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# Classes of Service Providers

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- Traditional Inter-exchange Carriers (IXCs) – AT&T, MCI/Worldcom, Sprint
- Bandwidth Barons - Level 3, Qwest, Williams
- Local Exchange Carriers (LECs) – Verizon, SBC, Qwest/US West
- Competitive Local Exchange Carriers (CLECs) – Covad, Rhythms
- Internet Service Providers (ISPs) – UUNET, Genuity, SAVVIS

# Classes of Service Providers

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- PTTs/International - Equant, BT, COLT
- Application Infrastructure Providers (AIPs) – NaviSite, Loudcloud, Digex
- Application Service Providers (ASPs) – USInternetworking, Corio
- Management Service Providers (MSPs) – SilverBack, InteQ, myCIO.com

# Today's Speakers

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- Peter Kirwan                      NaviSite
- John Igoe                      SilverBack
- Peter Brown                      PwC
- Terry Dymek                      EMC

# Benefits of Outsourcing

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- Others will do what you don't want to do
  - High volume, repetitive tasks
    - M,A,C work, copier/printer supplies, PC repair
- Others will do what you can't do or can do it better
  - Lack of time, skills, coverage
    - Coinciding application implementations
    - New application development
    - Remote support and maintenance
    - Reach customers

# Challenges of Outsourcing

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- Surrender CONTROL
  - Reliance on outside parties to execute on your behalf
  - Strict Change Control procedures limit your flexibility
- Security Issues
  - Shared servers/storage/network can be troublesome
  - Access control is tricky
- Increase in Your Overhead
  - Vendor interface and management

# Making Outsourcing Work

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- **Choose the Right Partner**
  - Demonstrated capability at doing what you want done
  - Choose natural/logical combinations for service
    - for example; transport provider/csu/router
- **Perform Due Diligence**
  - Agree on meaningful metrics that will qualify and quantify level of service
  - Site visits, security audits, reference checks, pilots, etc. to convince yourself that reality meets your requirements
- **Monitor, Measure, Meet**
  - Keep spotlight on the vendor
    - Ignore/forget at your own peril!