

# A Strategic Approach to Outsourcing – How to Partner with your Service Providers

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Central Florida YMCA

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The purpose of this Association is to improve lives of all in Central Florida by connecting individuals, families and communities with opportunities based on Christian values that strengthen Spirit, Mind and Body.



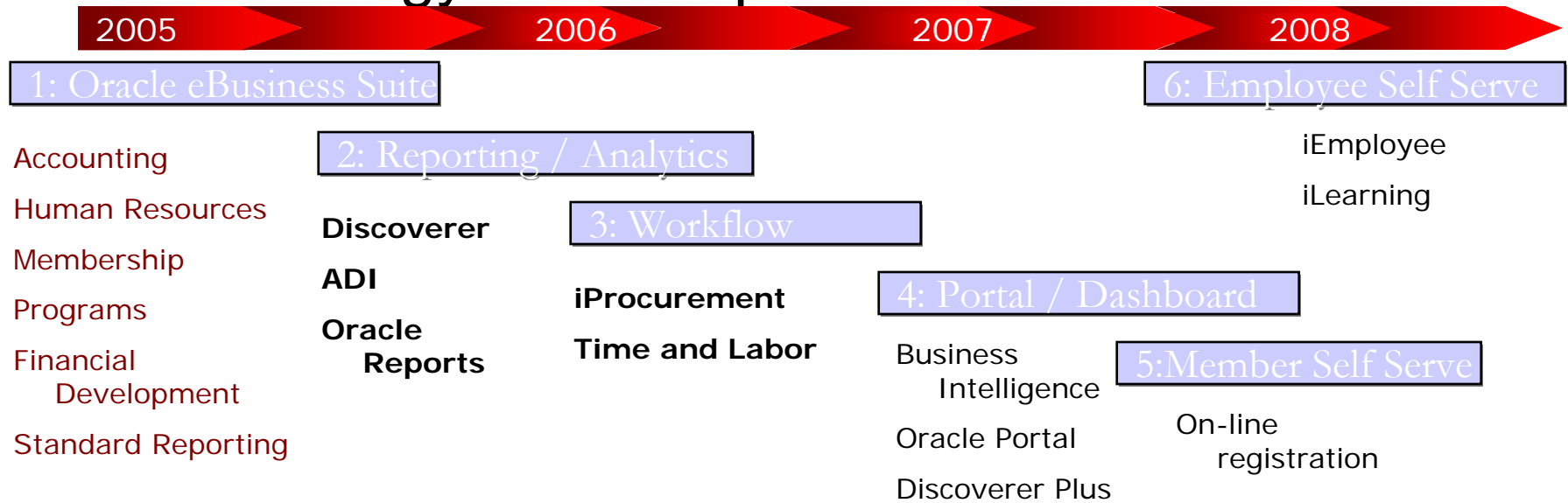
## MISSION

# Central Florida YMCA

	<b>1997</b>	<b>2000</b>	<b>2007*</b>
Members	40,850	82,500	116,000
Total People Served	65,200	154,500	225,000
People Receiving Assistance	18,600	51,500	85,000
Volunteers	2,200	4,300	6,500
Total Staff	1,103	1,632	2,555
# of Family Centers	15	18	27
Total Revenue	\$18,546,000	\$31,654,000	\$68,070,000

# Central Florida YMCA

## • Technology Roadmap



### Alignment with Business

Centralize Information  
Standardize Processes

Use information to manage operations  
KPI's / Metrics

Eliminate paper / manual processes  
Improve staff productivity

Metrics and KPI available daily on-line

Offer members and staff ebusiness transactions

# How to get it Done

- Position your IT organization
- Internal human resource assessment
- Multi-sourcing

# Who to Pick

1. Cost
2. Culture
3. It's a Person
4. Processes Exist
5. Negotiations
6. Leverage
7. Ability and propensity to deliver

# When Partnerships Go South

- Crisis
- Gradually unwinding
- Hold the check

# Working Parts

- Getting all the parts to work together.



# Conclusion