



# Contents

## Survey on Outsourcing

5



### Introduction

5

*Fig 1 - Geographic location of respondents*

5

*Fig 2 - Type of Organisation*

6

*Fig 3 - Industries*

6

*Table 1 - Job Titles of Respondents*

7

*Fig 4 - Which of the following describes your organisation's involvement with outsourcing?*

7

*Fig 5 - Rate agreement with the following statements about outsourcing*

8

*Fig 6 - Spread of responses*

8

### Actively Outsourcing

9

*Fig 7 - Do you have at least one outsourced contract for knowledge services?*

9

*Fig 8 - What knowledge or information services are you currently outsourcing?*

10

*Fig 9 - What percentage of your work is handled by...*

10

*Fig 10 - How close do you think your organisation is to optimum outsourcing?*

11

*Fig 11 - What changes do you anticipate in the next 12 months?*

11

*Fig 12 - Rate your agreement with the following...*

12

*Fig 13 - Spread of responses*

13

### Not Actively Outsourcing

13

*Fig 14 - Have you ever considered outsourcing the following?*

14

*Fig 15 - How important are the following factors in your decision not to outsource?*

15

*Fig 16 - Spread of ratings for each factor*

15

### Conclusion

16

## Web Resources

18

*Web-based resources relating to topic*

# About this Report

## VIP Report

VIP (<http://www.vivaVIP.com/>) publishes in-depth reports on products, vendors and user experiences relating to premium content products and information work. The monthly *VIP Magazine*, available by paid subscription, includes news analysis and highlights from the latest product reviews. Subscribers also receive, as part of their subscription, the full product review reports published each month, as well as periodic reports on user experience.

Users can also purchase individual reports and back-issues of the magazine to meet their immediate needs. The free *VIP Wires Weekly* HTML newsletter offers a regular update of the material which VIP's editorial team is reviewing and commenting upon.

To subscribe to VIP, purchase reports or back-issues or subscribe to the *VIP Wires Weekly* visit <http://www.vivaVIP.com/>

### Disclaimer

Survey on Outsourcing (ISBN 978-1-904769-59-0) is a VIP Report published by Free Pint Limited.

FreePint partnered with Integreon to create and promote the survey for this report.

The opinions, advice, products and services offered herein are the sole responsibility of the contributors. Whilst all reasonable care has been taken to ensure the accuracy of the publication, the publishers cannot accept responsibility for any errors or omissions.

Except as covered by subscriber or purchaser license agreement, this publication MAY NOT be copied and/or distributed without the prior written agreement of the publishers. Product names used in this report are for identification purposes only, and may be trademarks of their respective owners. Free Pint Limited disclaims any and all rights in those marks. All rights reserved.

### Contact Information

Free Pint Limited  
 4-6 Station Approach, Ashford,  
 Middlesex, TW15 2QN, United Kingdom  
 Registered Office: Delaport Coach House, Lamer Lane, Wheathampstead, Herts, AL4 8RQ  
 Registered Number: 3754481

Telephone: 0870 141 7474  
 International: +44 870 141 7474  
 Email: [support@vivaVIP.com](mailto:support@vivaVIP.com)  
 Web: <http://www.vivaVIP.com/>



#### Publisher's Note

To improve the usability of VIP, we have shortened many long URLs with DigBig, a free utility that creates persistent links (<http://www.digbig.com>). When you click a DigBig URL, or paste it into your browser, you will be directed to the original URL.



## Integreon Knowledge Support Services

Integreon provides a wide range of knowledge and legal support services to professionals, including:

- Business information research and analytics
- Presentation graphics
- Legal and financial document services
- Legal and discovery services
- Finance and accounting services

Integreon's award-winning support enables the professionals we serve to focus their time and energy on their highest and best use. Our global network of delivery centres offers onshore, offshore, and multi-shore support 24 hours a day. Our implementation teams of industry experts work with you to ensure you get the maximum benefit from outsourcing.

[www.integreon.com](http://www.integreon.com) | [sales@integreon.com](mailto:sales@integreon.com) | +44 (0) 2072683465

 **Integreon**

# The FreePint Family

**FreePint**<sup>®</sup>

Sites, resources and community to support business information professionals worldwide. The free twice-monthly FreePint Newsletter keeps you informed about everything relating to the FreePint Family.

<http://www.freepint.com/>

**VIP** Magazine

VIP publishes in-depth unbiased product reviews on premium products, plus analysis of what's happening in the information industry, to support senior information professionals. Increase the value of even the tightest budget with VIP resources and guidance.

<http://www.vivaVIP.com/>

 **fumsi**  
magazine

Practical articles, reports and resources to help everyone in your organisation Find, Use, Manage and Share Information at work.

<http://www.fumsi.com/>

**jinfo**  
www.jinfo.com

Jinfo offers searchable databases of current information-related vacancies and upcoming events - conferences, workshops, webinars, etc. Free to search; cost-effective to advertise vacancies and events.

<http://www.jinfo.com/>

**docuticker**

Our editors help you find high quality, free PDF reports on the web, published by government agencies, universities, think tanks and other public interest groups.

<http://www.docuticker.com/>

**resource  
shelf**

For high quality free web-based resources to help you find information, turn to the editorial team at ResourceShelf. Updated daily - it's free!

<http://www.resourceshelf.com/>