

CONTENTS

- Bryan D. Garcia** 7
*VP, Technology, TALX Corporation,
a Business Unit of Equifax*
*LESS IS MORE: DEVELOPING DEEP
PARTNERSHIPS WITH YOUR VENDORS*
- Matthew Klyman** 17
VP, Information Systems, Pro-Build Holdings Inc.
*OUTSOURCING TO FOCUS ON CUSTOMER
SERVICE AND THE BOTTOM LINE*
- Ray Lowrey** 27
SVP and CTO, Cengage Learning
*MANAGING OUTSOURCING AS
A COLLABORATIVE EFFORT*
- Thomas J. Fontanetta** 35
*SVP, Systems Development,
Warrantech Corporation*
*TO OUTSOURCE OR NOT TO OUTSOURCE:
A GUIDE TO CONSIDERATIONS*
- Donald J. Moss** 41
Director, Information Systems, Coeur d'Alene Mines
*CONSTANT COMMUNICATION:
CRITICAL TO EFFECTIVE OUTSOURCING*
- George R. Popson** 47
Senior Director, IT, La Madeleine
*RESEARCHING VENDORS TO DEVELOP
LONG-TERM PARTNERSHIPS*

Greg Baumgardner

53

IT Director, Stimson Lumber Company

OUTSOURCING: LEARNING AS YOU GROW

Shola Oyewole

59

CIO, United Therapeutics Corporation

*DECISION TO OUTSOURCE: NEAR
AND DEAR VERSUS PERIPHERAL*