

OUTSOURCING CONSULTING SERVICES

Novus Origo offers consulting services designed to help Middle Market companies and government agencies with the assessment of alternative service delivery models (e.g. Outsourcing, Offshoring, Insourcing, and Shared Services)

Mission

Our Mission is to help Middle Market companies and government agencies meet their most pressing business needs by implementing breakthrough strategies that transform the organization, implement new processes and technologies; reduce costs and risks to sustain growth; and improve operational performance across the front and back office.

Looking for someone who's been there before?

Need outsourcing experience to help you select and manage a vendor?

Want to put our implementation expertise to work for you?

Need a trusted advisor to ensure that vendors are delivering services as promised?

Some of Our Outsourcing Consulting Services Include:

- Service Delivery Model Review
- Contract Review, Negotiation, and Optimization
- MSA / SOW / SLA Review
- Deliverables Review
- Due Diligence Support & Monitoring
- Service Provider Selection
- Roll-out Strategy Review
- Implementation / Transition Management
- Risk Management & Mitigation
- Governance, Issue & Dispute Resolution
- Vendor Performance Management / Consolidation

Value Proposition

Novus Origo helps clients define and achieve service excellence. We partner with clients to increase the effectiveness of existing business support functions; to streamline costs and optimize the benefits of outsourcing delivery models; help select and manage outsourcing providers to deliver sustainable benefits; help reduce bottom line costs. No other firm can match how we tailor our value proposition to the special needs of our outsourcing clients.

How We Deliver Outsourcing Advisory Services

Our services are delivered by industry proven professionals throughout the lifecycle of an outsourcing engagement from strategy and evaluation to transition and implementation to ongoing program management and governance. Unlike other consultants, we support our outsourcing advisory teams with proven methodologies, best practices, and tools built for Middle Market and government clients. They are designed to be flexible to support our client's culture, business plan, and organization at any level of maturity.

Leadership Team

Paul Cevolani, CEO, and **Olen Pepple, COO**, both have in-depth experience delivering highly specialized business advisory services for Middle Market companies, government agencies, and service providers including; Accenture, AAA, ServiceSource, AlphaStaff, and the US Navy.

Relevant Experience

The Novus Origo team brings over 50 years of hands-on experience. Successful projects include:

Outsourcing Advisory & Program Management -

The client, a large financial services company decided to outsource Human Resources functions in the areas of Payroll, Employee Call Center, Workforce Deployment, and HR Technology & Processes for 17,000 employees in the United States. **Novus Origo executives led the design and management of a multi-phased Outsourcing Service Implementation program, resulting in a highly successful major "Go-Live" for services implementation.**

Outsourcing Project Management - The client, a leader in the service revenue performance industry, made the required a new approach and methodology to support the implementation of services on a global delivery model. **The Novus team defined and created the standardized processes, methodologies, and tools to allow service implementation on a global model, while significantly increasing the quality of each service implementation.**

Novus Origo is a Service Disabled Veteran Owned Small Business (SDVOSB) and Disabled Veteran Business Enterprise (DVBE).

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