

# TECHNOLOGY OUTSOURCING ASSESSMENT

Making the decision to outsource requires an in-depth understanding of your firm’s goals, challenges, and opportunities in all aspects of your business. You must perform an honest and thorough assessment of how you manage your technology, key business processes, and costs to determine whether running tasks yourself is worth your time and resources, versus utilizing outside experts.

Start with this brief questionnaire to rate your firm’s in-house capabilities. This will help you determine whether outsourcing is a more viable solution for your firm.

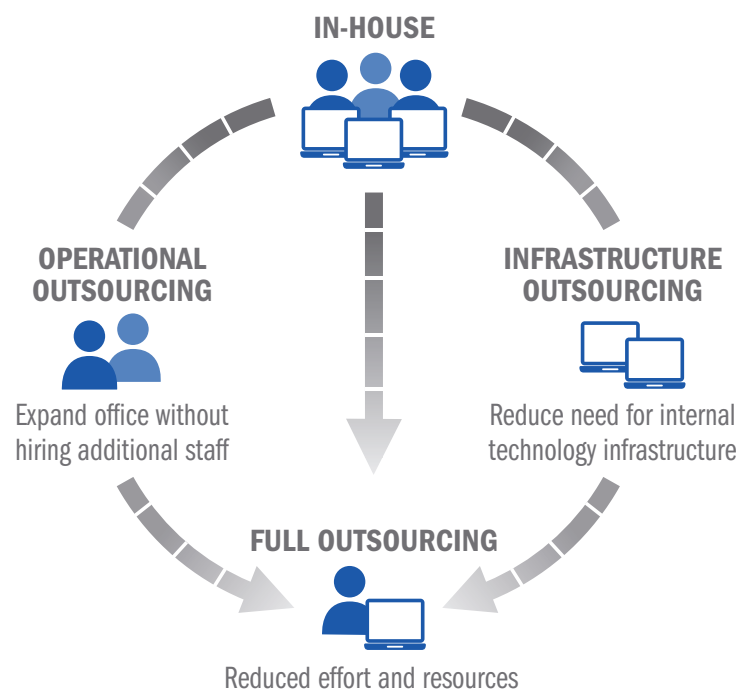
(Ratings: 1 = very weak, 2 = below average, 3 = average, 4 = above average, 5 = very strong)

TECHNOLOGY INFRASTRUCTURE					
Stability of your current IT infrastructure environment (hardware, applications, and processes, setup through ongoing maintenance)	1	2	3	4	5
Disaster recovery, backup, and contingency plans (if one of your systems fails or if you are unable to access your premises)	1	2	3	4	5
Mobility and ability to access your applications from anywhere at any time	1	2	3	4	5
Information security to protect from risks of malware, virus, or hacking	1	2	3	4	5
Integration of applications for increased efficiency and client service	1	2	3	4	5
CORE OPERATIONS					
Firmwide operational consistency and standards	1	2	3	4	5
Portfolio management, accounting, and reporting	1	2	3	4	5
Overall data accuracy maintenance	1	2	3	4	5
Client service continuous improvement	1	2	3	4	5
Risk and compliance management	1	2	3	4	5
Human capital and talent management	1	2	3	4	5
COST MANAGEMENT					
Budgeting process	1	2	3	4	5
Cost control and fiscal responsibility processes	1	2	3	4	5
Cost transparency and clarity of opportunity costs	1	2	3	4	5

## Your Outsourcing Options

If you determine that you may need outsourcing help, here are three options for you to consider:

- **Technology infrastructure outsourcing.** A technology provider will securely manage and host hardware, applications, and other systems for you.
- **Operational outsourcing.** A provider will manage your back-office processes, including data management, reconciliation, uploading, posting, and reporting.
- **Full outsourcing.** A provider will manage both your technology infrastructure and operational outsourcing requirements.



## Next Steps

For more information about technology outsourcing, visit [schwabintelligenttechnologies.com/OutsourcingEducation](http://schwabintelligenttechnologies.com/OutsourcingEducation).

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