## Portrait-3Jagdish R. Dalal

*(Certified Outsourcing Professional)*

Founder and Principal, JDalal Associates, LLC

Managing Director, Thought Leadership, IAOP

Jag formed JDalal Associates, LLC in April 2002. JDalal Associates, LLC specializes in consulting in the field of Information Technology and Business Process outsourcing. His deep experience as a business executive who contracted for these services as well as his leadership experience in establishing outsourcing practice for some of the world’s largest professional services companies; allow him to bring a unique perspective to consulting. His clients range from Fortune 100 companies to small “start up” companies. He has also been invited by the Indian, Chinese, Japanese, Australian, Brasilian and South African governments to hold conferences in promoting the outsourcing concepts for the local service provider companies.

Prior to forming JDalal Associates, LLC, Jag was the Vice President, e-Business and CIO for Carrier Corporation (a $12B division of United Technologies Corp.) with responsibilities for worldwide IS and e-business functions. As CIO, he managed a $200M budget with 50% of it spent on outsourcing to service providers globally.

Previously, Jag was a Partner in PricewaterhouseCoopers responsible for Business Process Outsourcing (BPO) in the Technology and Communication industry group. At PwC, he was responsible for the largest BPO deal recorded to date- Nortel Networks outsourced its Human Resources and Procurement functions to PwC under a $630M (5 year) agreement. Jag also led the “thought leadership” and marketing efforts at PwC in building the BPO brand. BPO practitioners and consultants quote his articles and thoughts extensively.

Jag has held senior MIS leadership positions at Xerox, Unisys, Data General, Brookhaven National Laboratory and Teledyne. In 1994, as Vice President of Information Management at Xerox, Jag created the strategy and led the team responsible for a $3.2B global outsourcing contract for EDS. The strategy and development of this major contract was documented and is now part of a Harvard Business School case study.

He is a noted speaker and writes extensively on outsourcing, offshore outsourcing, shared services and information technology management. Jag’s series of lectures on BPO have been recognized as “pushing the envelope” in strategic thinking about outsourcing, while providing a practical framework for businesses- users and providers alike.

Jag has received numerous awards and recognition for his contributions in the field of Information technology management and outsourcing. He was a finalist for the World Outsourcing Achievement Award and was honored at the World Outsourcing Conference in 2001. Jag has also been recognized as one of the “2003 sourcing pros to know” by the leading sourcing magazine – iSource. As Managing Director for Thought Leadership for IAOP (International Association of Outsourcing Professionals), Jag has created the curricula, text book and testing process for becoming a Certified Outsourcing Professional and it is used globally by outsourcing professionals.

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