

Representative Work

Recent examples of our transactional work include representation of:

IT OUTSOURCING

- › A major media company in the outsourcing of its call centre.
- › A major mining company in a significant remote infrastructure outsourcing arrangement.
- › A multi-national outsourcing provider in the negotiation of several major offshore outsourcing transactions with major Canadian enterprises.
- › A national retailer in a number of significant outsourcings including managed network services and off shoring of application services and development to India.
- › A large utility in a billion dollar outsourcing of IT, procurement and finance functions.
- › A national retailer in data centre and network outsourcing with a national telco provider.

FINANCIAL SERVICES OUTSOURCING

- › A major Canadian financial institution in a significant outsourcing of facilities management activities including establishing services on a cross-border basis for a large number of premises for multiple parties.
- › A major Canadian financial institution in an outsourcing of cash management facilities involving transfer of personnel and establishment of information technology systems.
- › A major Canadian financial institution in a cross-border outsourcing of its credit card processing.

TRANSPORTATION AND LOGISTICS OUTSOURCING

- › A large logistics provider in its negotiation of a complex logistics arrangement with a national grocery retailer.
- › A large logistics provider for its negotiation of several complex, third party logistics outsourcing arrangements with customers in the health care sector and retail sector.
- › A national shipping company in the restructuring of a critical outsourcing relationship.

Osler's internationally recognized outsourcing advisory team has decades of industry-leading experience in helping our clients achieve their outsourcing goals. We provide cost-effective, value-added and practical legal advice, anchored by mutual trust, open communication and close personal relationships with our clients. Our success has been built upon the following differentiating factors:

Relationship – We understand that successful outsourcings are based on a “win-win” collaboration between service provider and customer. We have a reputation for assisting our clients in achieving this goal.

Facilitative Approach – We have earned a reputation for having a practical and facilitative approach to negotiations.

Industry Insight – Our lawyers are leaders in a variety of industry organizations, ensuring that they develop and maintain substantial state-of-the-art industry insight and understand industry norms.

Cost Effectiveness – We understand the importance of delivering value. We work with our clients to develop fee estimates and strategies for ensuring legal costs are consistent with our client's expectations.

Experience – Our lawyers have been advising customers and service providers in significant outsourcings for 25 years.

RECOGNITION

Osler is recognized in the world's leading surveys. Osler's outsourcing practice was ranked at the highest level for Canada in the *PLC Which Lawyer? 2011* Yearbook. Osler's information technology practice was ranked among the top firms in Canada by *Chambers Global 2011: The World's Leading Lawyers for Business* where sources say that Osler is “remains a strong force in the IT space.” Osler was also ranked as one of the top six firms in Canada by the *Canadian Legal Expert Directory 2011*.

HEALTH CARE OUTSOURCING

- › A regional shared services corporation in technology services outsourcing.
- › A number of shared ownership entities in outsourcing regional digital image repositories.
- › For both hospitals and suppliers, the outsourcing of purchasing and supply chain services.

CONTACT US

For more information, please visit osler.com or contact one of the following individuals:

Richard Coleman, Partner
416.862.6446
rcoleman@osler.com

Wendy Gross, Partner
416.862.6737
wgross@osler.com