

Introduction to eSourcing of Business Processes and Software Products and Services Minitrack

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This minitrack is interested in contributions that help providers and customers to enhance their eSourcing maturity from simple cost-driven engagements to strategic partnerships bringing significant and sustained value. The minitrack welcomes, but is not limited to, contributions in the following areas:

- The design, adaptation, implementation, and/or validation of process reference models for the eSourcing life-cycle
- The design, adaptation, implementation, and/or validation of process assessment models for the eSourcing life-cycle
- The design, adaptation, implementation, and/or validation of new strategic initiatives such as platform-based BPO (PaaS), enabling mass-customized, high-margin services
- New pricing models in eSourcing such as value-based, outcome-based (e.g., price per software function point), pay per use, and risk/reward models
- In depth investigation of eSourcing reference models, process assessment models, and enabling information systems in different industry verticals such as logistics, manufacturing, and health care
- Innovation and supplier-relationship management to support innovative eSourcing engagements
- Tools and technology to support eSourcing