

December 12, 2013

## Outsourcing Your Infrastructure: When, Why, How & What Does It Mean to Your Company?

### Organizers

Jim Handlon, CEO, Bottomline Partners

### Presenters

Tom Wolf, CEO, Visular

Charlie Wolf, CEO, Payroll Network

### Presentation Overview

Small & medium size companies are trying to lower the cost of infrastructure (especially admin related services like IT, HR, payroll, billings & collections). However, for companies thinking about outsourcing many important questions aren't easily or clearly answered about issues like service levels you might expect & custom tailoring of certain processes to fit your unique needs. Also, how much loss of "control" over the processes & outcomes will occur? CEOs continue to address & worry about what outsourcing your infrastructure will REALLY MEAN to your small / medium size business. The issues are clear, but answers are elusive.

This CXO session specifically addresses 4 important components in outsourcing decision-making to help CEOs understand what you need to do in outsourcing. Specifically, the speakers will focus upon (1) the various kinds of outsourcing offerings including SAAS (software as a service), (2) knowing your precise needs & getting the right firm, (3) vendor management effectiveness, and (4) lessons learned about what to do & what to not do in outsourcing. Our presenters are experts in the industry and CXO participants should find this content very compelling and helpful in addressing outsourcing decision-making in your company.

### Presentation Key Takeaways

1. Getting costs, volumes & service effectiveness all "lined-up"?
2. Getting a handle around YOUR Company's needs vs. generic solutions
3. Lessons Learned: What has worked & what has not & what you should do
4. Clear imperatives in getting "vendor management" right in outsourcing
5. Areas you should never / rarely outsource & the why's for not outsourcing

Date | Time | Location

THURSDAY  
December 12, 2013

7:30 AM to 8 AM  
Networking and  
Continental Breakfast

8 AM to 9 AM  
CXO Forum  
Presentation

9 AM to 9:15 AM  
Burning Issues: Discuss  
your specific challenges  
with colleagues and  
fellow CXO Forum  
members

Location  
Cherry Bekaert  
1934 Old Gallows Road  
4th Floor  
Vienna, VA 22182  
703.506.4440

For directions, visit  
[www.cxoforum.com](http://www.cxoforum.com)

FOUNDING PARTNER



STRATEGIC PARTNERS



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Bring A Guest!

[www.CXOForum.com](http://www.CXOForum.com)

Volunteer For A Committee

**December 12, 2013**

**About Our Presenters**

**Tom Wolf, CEO, Visular**



Tom formed Visular in 2002 with one mission in mind: delivering the best in technology leadership to drive results quickly for his clients. Since then, collaborative teams of Visular associates, various vendors and client leaders have accomplished superb results. Projects have covered a wide spectrum from interim CIO work, major system implementations, security improvements, organization design, and driving large change initiatives. Building on this success and an expanding network of top professionals, Visular is moving towards its goal of helping companies of all types achieve world class technology.

Tom comes from the senior management ranks of GE where he progressed over 12 years to the role of CIO for two of GE Capital’s businesses in Europe. His formidable management skills are a credit to more than 15 of GE’s world-recognized Leadership Development courses including Strategic Leadership, Change Management, Problem Solving / Project Management and 6-Sigma Quality. In 2001 Tom co-founded a high tech start-up which developed and sold state of the art internet banking products. This breadth of experience enables Tom to clearly articulate the complexities of technology and deliver results in a wide range of environments.

**Charlie Wolf, CEO, Payroll Network, Inc.**



Charlie, a Washington DC native, is Chairman & CEO of Payroll Network Inc, founded in 1998, is one of the fastest growing and most highly respected for its excellence Payroll & Human Capital Management service companies in the Mid-Atlantic. Payroll Network is known and respected by its customers & affiliated partners in excellence in service & effectiveness of solutions offered in the payroll and human capital areas.

Charlie grew-up in the industry & became a recognized leader within ADP organization as Executive Vice President. Over his distinguished 40 year career he has a proven track-record as a successful entrepreneur & a visionary solutions executive of technology-supported services.

Prior to founding Payroll Network, Charlie was President & CEO of Wolf Computer Systems and prior to that founder and owner of Hughes Computer Systems. Charlie earned his BS degree in Accounting from Georgetown University and attended graduate school at Georgetown Washington University and American University.

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