

Making Alternative Sourcing Models Work

Date: January 15, 2003, 8:00 a.m.- 10:00 a.m.

Location: Accenture, Reston, VA

Synopsis: Two leading authorities, Frank Conway, Director-Global Alliance Restructuring for DuPont, and James Harris, Global Managing Partner for Financial Services Outsourcing for Accenture, will each present a 20-minute perspective on how to effectively manage sourcing relationships. Following their presentations, we will hold a roundtable discussion in which all participants will be encouraged to share their own experiences and insight with sourcing relationships.

Speakers:

[G. Frank Conway, Jr.](#)

G. Frank Conway, Director-Global Alliance Restructuring, joined DuPont in 1972 as a systems analyst in the Engineering Service Division at corporate headquarters in Wilmington, Delaware, where he worked on a variety of real-time process control computer applications. In 1974, he was named Manufacturing Systems Supervisor and was transferred to Manati, Puerto Rico, to assist the Chemicals Business in the start-up of a new computerized plant. He returned to Wilmington in 1975 as Project Manager in the Engineering Design Division and led a variety of process control, factory automation, and materials handling projects.

In 1978, Mr. Conway was transferred to Engineering Polymers in Orange, Texas as Area Superintendent of the Sabine plant's process computer activities. He returned to Wilmington in 1980 as Section Supervisor of Field Engineering for Agricultural Products and Central Research. In 1982, he assumed the position of Specialist Manager of Project Engineering's Control Systems Group, responsible for systems and software engineering associated with major company projects worldwide. During this period, Mr. Conway also served as Chairman of DuPont's Corporate Distributed Control Systems (DCS) Committee, beginning his role of corporate change agent, and successfully led the company through its first major global convergence and leveraging effort. In 1989, he was named Manager of DuPont's Automation & Process Control Technology Center, and continued reengineering, convergence, and leveraging activities to simplify DuPont's process control technology portfolio.

Mr. Conway transferred to Information Systems in 1991 as Manager, Process Systems, to work with DuPont's Corporate Manufacturing Committee in alignment and convergence of DuPont's manufacturing computer systems. In mid-1992, he assumed the position of Manager, Architecture & Planning, reporting to DuPont's Vice President of Information Systems and Chief Information Officer (CIO). In this position, Mr. Conway was responsible for working with the CIO and the Global IS Strategic Leadership Team in establishing and communicating strategic directions, architectural frameworks, guidelines

and standards, reengineered work processes, and best practices for DuPont's Global Information Systems Capability. While in this position, Mr. Conway became part of the small team of DuPont executives that led DuPont's creative IT sourcing arrangement with CSC and Andersen Consulting (now Accenture), which resulted in the outsourcing of 3000 IT professionals. This began Mr. Conway's focus on creating and negotiating strategic outsourcing engagements.

In 1997, Mr. Conway was named Director, Global IT Alliance, for the newly formed DuPont Information Technology Alliance. In this position, he was responsible for the overall start-up and management of the 10-year; \$4.0 billion deal with CSC and AC, providing DuPont's businesses with access to the 'best of the best' in information technology. This included the smooth transition of IT infrastructure operations (mainframe, midrange, desktop, telecommunications) and applications development and support to DuPont's sourcing partners. In 1999, Mr. Conway joined DuPont's Global Services Business to lead the Information Technology & Solutions organization, which in addition to the IT Alliance, managed annual IT services with some 200 IT suppliers worldwide. This included oversight for \$600 million per year of external IT expenditures.

In 2000, Mr. Conway assumed the role of Director of Global Strategic Telecommunications Alternatives, reporting to DuPont's CIO, to align and converge the global portfolio of telecommunications contracts and then implement large global sourcing arrangements with two telecom providers in support of DuPont's global wide area network (WAN) upgrade. He subsequently provided leadership for several large strategic sourcing efforts for global SAP development, support and operations. In 2002, Mr. Conway assumed his current role as Director, Global Alliance Restructuring, reporting to DuPont's VP Information Systems & CIO, responsible for restructuring and renegotiating the contracts with CSC and Accenture, finalizing a major sourcing arrangement for DuPont Asia Pacific, off-shoring applications development and support, and kicking off a major global Business Processing Outsourcing (BPO) initiative.

Mr. Conway is a native of Wilmington, Delaware and graduated from the University of Virginia with a B.S. in Electrical Engineering. He is married with three grown children and enjoys boating, fishing and hiking.

James Harris

James Harris is the Global Managing Partner for Financial Services Outsourcing for Accenture. He has overall responsibility for developing outsourcing capabilities for Accenture's Financial Services practice. He is a member of the Financial Services Executive Committee and Accenture's Global Leadership Council. James has held a variety of leadership positions in his over twenty years at Accenture, working in both the consulting and outsourcing arenas. He has worked with clients in all financial services industry segments including banking, insurance, and capital markets. Mr. Harris has a B.S. in Finance from the University of Virginia.

Accenture's outsourcing business has over 16,000 people serving 350 clients in 21 industries on 6 continents. We offer a comprehensive suite of outsourcing services including Business Transformation Outsourcing, Business Process Outsourcing, Application Management, and Infrastructure Management.