

Outsourcing Solutions Successes



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Manufacturing/Other

- We acted for one of Canada's leading manufacturers in respect of the outsourcing of its computer processing operations to a major information technology service provider.
- We acted for one of Canada's largest corporations when it outsourced a significant portion of its human resources processes and functions to one of the world's leading HR services companies. Payroll, compensation, benefits, administration, call centre and HR IT functions were included. Following the transition, the services would be provided from a number of locations, including nearshore and offshore sites.

Telecommunications

- We acted for a national telecommunications company when it outsourced significant IT processes and functions to two separate technology companies.
- We acted for a national telecommunications company when it engaged a third party property manager with respect to the operation of a number of facilities totalling almost 1.4 million square feet.

Real Estate Services

- We acted for the owner of a multi-building project of approximately 1.2 million square feet in connection with its property management arrangements with an outside service provider as well as with earlier development management and leasing agreements.
- We acted for a major financial institution when it engaged a project manager to provide all necessary services for the planning, organization, management and construction of its various projects in Canada. This service provider took over functions formerly undertaken directly by the financial institution and the agreement included the "transfer" of certain employees.
- We acted for a major financial institution when it engaged a facilities manager in respect of a 16 storey office tower occupied by both itself and third party tenants. Again, this service provider took over functions formerly undertaken by the property occupier with the "transfer" of certain employees.

Government – Health Care

- We represented an association of community health care providers in connection with a transaction involving the Ministry of Health and Long-Term Care (MOHLTC) whereby certain IT functions previously performed by the MOHLTC were transitioned to the association.
- We acted for four different government-funded agencies in the health care area in connection with the divestment of their professional staff to outside service providers. These agencies are funded by the MOHLTC. The transactions involved the "transfer" of union and non-unionized employees and related business assets to the service provider (in one case, the service provider was a hospital) and the negotiation of a long-term service agreement for the provision of services back to the agencies.

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Financial Services

- We prepared an outsourcing manual of policies and procedures applicable to outsourcing by federally regulated financial institutions which has been licensed to twenty (20) such federally regulated financial institutions.

About Lang Michener

Lang Michener is a leader in Canada's legal profession and has been for more than 80 years. Our international firm, with offices in Toronto, Vancouver, Ottawa and Hong Kong, has over 200 dynamic professionals who provide effective, innovative solutions to Canadian and international clients.

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