



Globalization: Opportunities for Information Professionals

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New Global Reality: Increased Mobility

“The cornerstone principle of the twenty-first-century organization will be that the work, and all of the tools needed to do the work, can be moved to workers – wherever they are.”

Thomas Koulopoulos, “SmartSourcing”



Paradigm Shift We Can't Afford to Ignore

Old Paradigm	New Paradigm
CUT COST: Focuses on cutting costs.	CUT COST + INCREASE INNOVATION: Combines cost cutting with increased innovation.
STREAMLINE OPERATIONS: Focuses on operational areas.	STREAMLINE THE VALUE CHAIN: Considers the entire value chain.
COMMODITIZE: Creates homogeneous processes that lack differentiation.	DIFFERENTIATE: Innovates processes to increase differentiation.
TACTICAL IMPROVEMENTS: Used when markets are predictable.	STRATEGIC EXCELLENCE: Used to align with shifting markets.
DISCONTINUOUS: Changes in technologies and architecture are disruptive to the business process.	CONTINUOUS: Thoughtful leadership combined with constant innovation buffer the business process from technology change.
ARM'S LENGTH PARTNERSHIP: Creates yet another enterprise silo.	TRUST-BASED PARTNERSHIP: Engenders trust and collaboration leading to greater value.

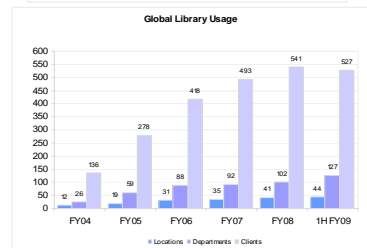
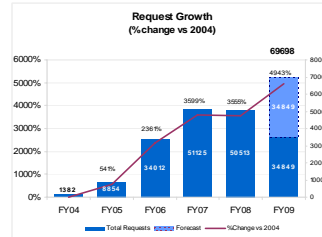
Beyond IT and Manufacturing

- Accounting Services
- Banking
- Financial Services
- Hedge Funds
- Insurance
- Legal Services
- Education
- Mortgage Services
- Television, Movie
- Newspapers
- Medicine
- Pharmaceuticals
- Airlines
- HR

Information Professionals

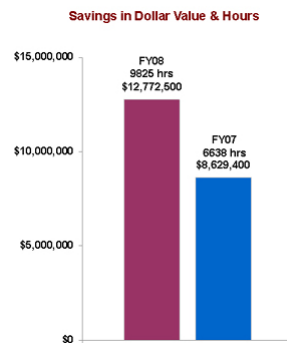
Global Research Library: Turning Challenges into Opportunities

- Global service platform since 2005.
- Expanded from 4 to 17 library team members (Ft. Lauderdale; San Mateo; New York; Mumbai, India).
- Increased client base from 12 locations & 26 departments in 2004 to 44 locations & 127 departments today.
- Transformed the way investment professionals access and use information.



Global Research Library: Contributing Globally in Many Ways

- Increased research productivity.
- New investment ideas.
- Saving time.
- Saving money.



By some estimates, librarians find information ten times faster than other professionals. To translate time savings into dollar value, we multiply saved hours by a conservative hourly compensation of \$130.

What People Call Us

- Innovators.
- Avant-garde.
- Agents of change.
- Forward thinkers.
- Trail blazers.
- Entrepreneurs.
- State-of-the-Art.

Doing Library Business in India: A Success Story

A Contributed Paper for the Special Libraries Association Annual Conference in
Seattle
June 2008

Larisa Brigeivich
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Franklin Templeton Investments

This paper is dedicated to Franklin Templeton's Global Research Library, a team of forward thinking, result-driven, information professionals whose work makes a difference.

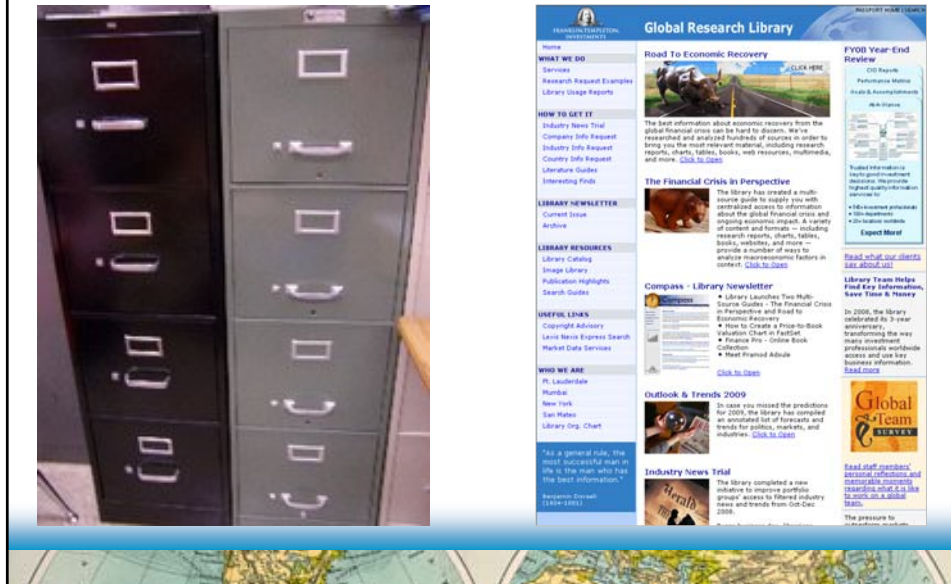


http://www.sla.org/pdfs/2008CP_Brigeivich.pdf

Innovation Mind Set

- Finding better ways to assist clients.
- Incremental improvements.
- Thinking inside and outside the box.
- Leveraging technology.
- Challenging conventional wisdom.
- Collaboration.
- "Can do" attitude.
- Culture of learning.

Decade of Innovation: From Paper-Based Archive to Global Leader



India: How We Did It

- Company Global Sourcing Program.
- No ready-to-use blueprints.
- Uncertainty. More questions than answers.
- Learning by doing.
- Implementation:
 - Pilot
 - Building on success

India: Challenges

- Talent management:
 - Recruitment
 - Retention
- Cultural differences.
- Communication.
- Remote management.

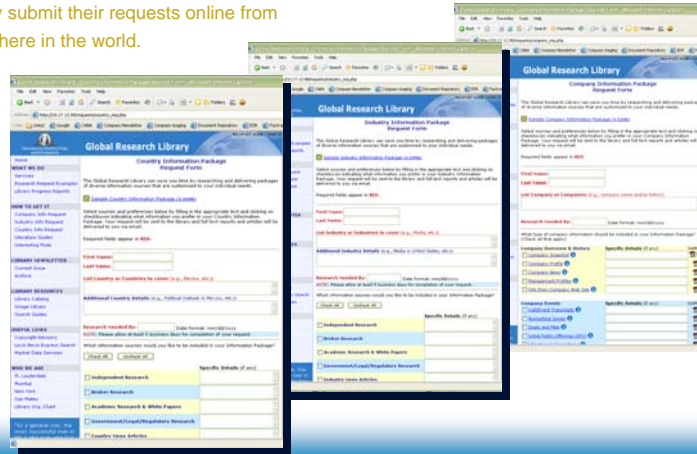
IT'S WORTH IT!

Success Factors: Different Business Model

- Truly global team.
- Mumbai team is fully integrated:
 - Direct contact with clients
 - Direct contact with U.S. librarians
- Focus on developing talent:
 - Mentor program
 - Training
 - Empowerment

4 Years of Transformation: Online Request Forms

Clients with no local access to librarians can easily submit their requests online from anywhere in the world.



4 Years of Transformation: Weekly Global News

- Convenient access to key business pubs.
- Trend spotting.
- Up to 6,000 articles requested per month.



4 Years of Transformation: Interesting Finds

- Proactive approach.
- Industry expertise.
- From information retrieval to information consultation and advice.

Global Research Library

Interesting Finds - Current Issue

Enter your name here:
 First Name:
 Last Name:

Research Categories

- Economy & Global Trends
- Consumer, Occupational, Consumer, Studies
- Energy, Utilities
- Finance
- Healthcare & Pharmaceuticals
- Infrastructure
- Materials
- Technology & Telecom

Economy & Global Trends

Asia/Pacific Economics - Inside Asia/Pacific

Roger Stanley, Richard Barrow et al.
 attempts to analyse which Asian countries stand to gain the most from an early recovery in China.

Coping With The Crisis: Policy Options For Emerging Market Countries

Jay Byrd et al.
 et al.

The recent financial turmoil is confronting emerging market economies (EMEs) with the spectre of a global recession. It is unclear what impact will result from the global deleveraging process, and EMEs in export demand associated with the global recession. This note discusses the main policy options for EMEs to come out of these shocks.

Current Economic Conditions

Federal Reserve

Continuity is born at the Fed's Bank. This report is published eight times per year. Each Federal Reserve Bank gathers anecdotal information on current economic conditions in its District through reports from bank and branch directors and other sources. The Fed's Bank summarizes this information by District and outlines an overall picture of the nation's direct activity as prepared by a designated Federal Reserve Bank on a rotating basis.

Asia Telecom Outlook: Valuation A Key Positive Surprise RISK?

JR Morgan, Dan Stone et al.

4 Years of Transformation: Literature Guides

- Focus on emerging trends and events:
 - "Accounting Standards & Change"
 - "Derivatives"
 - "Global Sectors Alerts: Emerging Risks & Opportunities"
 - "Oilonomics"
 - "Subprime Impact"
 - "MENA Investing"
 - and many more...

Global Research Library

Outlook and Trends 2009 Literature Guide

Enter your name here:
 First Name:
 Last Name:

Overview: Economy, Markets, & Politics

General Economic, Markets, & Politics

Accounting Standards & Change

Derivatives

Global Sectors Alerts: Emerging Risks & Opportunities

Oilonomics

Subprime Impact

MENA Investing

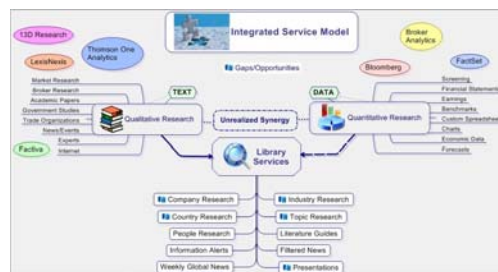
and many more...

Four Years of Transformation: New Multi-Focus Guides

The image displays two side-by-side screenshots of the Global Research Library website. Both pages have a blue header with the library's name and a navigation bar. The left page is titled 'The Financial Crisis in Perspective' and features a large image of a dog reading a newspaper. It includes sections for 'WHAT WE DO', 'HOW TO GET IT', 'LIBRARY NEWSLETTER', 'LIBRARY RESOURCES', 'USEFUL LINKS', and 'WHO WE ARE'. The main content area has several sub-sections: '100 Years in Charts', 'Bear Market Indicators', 'Historical Bull/Bear Headlines', and 'Financial Crisis Websites'. The right page is titled 'Road to Economic Recovery' and features a large image of a bull in a field. It includes similar navigation and content sections, with sub-sections like 'Charts', 'Literature Guides', and 'Stimulus Plan Details by Country'.

New Tools: Idea Mapping

- A whole-brain visual approach to learning and thinking.
- Brainstorming / idea generation.
- Communication.
- Team collaboration.
- Problem solving.



Big picture. Relationships. Gap Analysis. Clarity.



THANK YOU!

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