Vendor Capabilities in ITO Research: A Systematization and Critical Review

Abstract:
Numerous IT outsourcing arrangements are renegotiated or even terminated. A Likely reason for such failures can be ascribed to vendors lacking the capabilities necessary to meet the expectations of their clients towards the venture. Yet, current research falls short in providing a comprehensive view on vendor capabilities and their relation to outsourcing success. We provide a theoretically based framework which defines the relevant concepts in the field of organizational capabilities and their interrelations. The framework is used to synthesize existing research on vendor capabilities in ITO and to integrate the results in order to offer an overview about the existing body of knowledge. This work reveals 5 capabilities which have the potential to act as differentiators in the highly competitive IT outsourcing marketplace. The paper concludes with implications for both research and practice.

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