

# INSIGHTS

## Taylor Quoted in CIO

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Charlotte Commercial & Technology Transactions Senior Counsel Todd Taylor was quoted in *CIO*'s November 19 article, "7 Outsourcing Nightmares - and How to Avoid Them."

The article provides seven examples of what can go wrong with an outsourcing arrangement, and how to avoid or remedy each. Taylor provides insight as it pertains to "Outsourcing nightmare No. 6: Metrics without enough granularity to be meaningful."