

Jeffrey B. Andrews

Partner

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Jeff Andrews' broad transactional practice focuses on outsourcing, sourcing and technology transactions. He is best known for structuring and negotiating complex domestic and international information technology and business process outsourcing agreements. Jeff, chair of the firm's technology transactions practice, has assisted clients in outsourcing all major business functions and operations. He has negotiated opposite every major multinational and Indian outsourcing service provider. His clients span a wide range of industries, including energy, financial services, consumer products, retail, manufacturing, pharmaceuticals, commercial aviation and telecommunications.

Jeff also is experienced in structuring and negotiating sourcing and technology transactions, having represented both buyers and providers of goods and services in hundreds of transactions. His experience includes complex procurement, cloud (including SaaS, PaaS and IaaS), licensing, maintenance and support, development, ERP/CRM implementation, systems integration, OEM, hosting, and other marketing, distribution, and strategic alliance agreements. Finally, Jeff is experienced in assisting clients with data privacy matters, including working with them to develop and implement privacy solutions that are compliant with applicable laws and regulations both domestically and abroad.

Legal rankings publications have taken notice of Jeff's practice. He has been ranked by Chambers & Partners' *Chambers Global* in Outsourcing (2011-2025) and *Chambers USA* in Technology: Outsourcing (2008-2024). Jeff has also been recognized by such groups as Legalease's *The Legal 500 United States* (Technology: Outsourcing, 2010-2024; Technology: Transactions, 2013-2014, 2018-2020) and BL Rankings' *Best Lawyers* (Technology Law, 2011-2025; IT Outsourcing Law, 2024-2025). *Chambers USA* describes Jeff as "a top-drawer lawyer" (2010), who provides "very practical advice" (2008) to clients

Industries

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[Finance](#)

[Healthcare](#)

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[Technology](#)

Practices

[Healthcare & Life Sciences](#)

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[Outsourcing](#)

[Technology Transactions](#)

and is “described as one of the best outsourcing lawyers in the field” (2011). Clients interviewed by *Chambers USA* laud him as “absolutely outstanding” (2008), that he has a “great ability to translate complex operational requirements into a good contractual structure” (2010), and that he is “a tough negotiator” (2015). In addition, Jeff was recognized by *Best Lawyers* as Lawyer of the Year in Technology Law in Houston for 2014, 2016, 2020 and again for 2023.

Experience

North America’s largest single provider of funeral, cremation and cemetery services

- structuring and negotiating an outsourcing transaction for finance and accounting services with a leading Indian provider

Major provider of operations and maintenance services for water and wastewater utilities

- structuring and negotiating a system installation and integration agreement
- structuring and negotiating an outsourcing transaction for payroll services

Leading supplier of silicones and silicon-based technology

- structuring and negotiating a master services agreement for application development and maintenance services with a leading Indian provider

Major electric utility

- structuring and negotiating a master services agreement for application development and maintenance services with an Indian provider

Major electric and water utility

- structuring and negotiating a system installation and integration agreement with a leading provider
- structuring and negotiating a CRM license with a leading software vendor

Largest commercial airline in the United States

- structuring and negotiating master services agreements for application development and maintenance services with two Indian providers

Leading drug development service company

- structuring and negotiating an outsourcing transaction for finance and accounting services with a leading Indian provider

Major water and wastewater utility

- structuring and negotiating a CRM license with a leading software vendor

Leading energy services company

- structuring licensing and distribution agreements for an online marketplace

Major electric utility

- structuring and negotiating an outsourcing transaction for procurement and warehousing services
- structuring and negotiating supply chain transactions with fifteen different suppliers
- structuring and negotiating a critical license agreement for geographic information systems mapping software
- structuring and negotiating a sourcing transaction for engineering services
- structuring and negotiating a sourcing transaction for field services valued at roughly \$1.6 billion

Major retailer

- structuring and negotiating an outsourcing transaction for human resources services

Major consumer products company

- structuring and negotiating an outsourcing transaction for finance and accounting services, including the transfer of a captive service center in Costa Rica

One of North America's largest manufacturers of transportation, construction and industrial products

- outsourcing transaction for IT services

Real estate services provider

- structuring and negotiating license and royalty agreements for software and other intellectual property that underpin the provider's operations

Global communications company

- global restructuring of an IT services outsourcing transaction for network services valued at more than \$7 billion and involving the transfer of employees in nearly 30 countries

Major manufacturer of heating, ventilation, and air conditioning products

- structuring and negotiating two transactions for engineering services with two Indian providers

Global bank

- structuring and negotiating a business process outsourcing transaction for cashiering, custody, purchase and sales, margin, processing, and account transfer services

Major retail electric provider

- structuring and negotiating an outsourcing transaction for CRM installation, implementation, and integration services valued at roughly \$60 million

State of Texas (acting through its Department of Information Resources)

- landmark outsourcing with IBM valued at \$850 million

Credentials

Education

- The University of Texas School of Law, J.D., 1997
- Trinity University, B.A., 1994

Bar Admissions

- Texas

Recognition

Chambers Global

- Outsourcing, 2011 – 2025

Chambers USA

- Nationwide Outsourcing, 2008 – 2024
- Texas Technology: Outsourcing, 2008 – 2024

The Legal 500 United States

- Technology: Outsourcing, 2010 – 2024
- Technology: Transactions, 2013 – 2014, 2018 – 2020

BL Rankings

- *Best Lawyers*, Technology Law, 2011 – 2025
- *Best Lawyers*, IT Outsourcing Law, 2024 – 2025
- Houston Lawyer of the Year, Technology Law, 2014, 2016, 2020, 2023

Resources

Privacy Shield Invalidated by ECJ

Update

Be a Better Negotiator of Cloud Contracts

Article

Publications & Speeches

- "Be a Better Negotiator of Cloud Contracts," *Legal Dive*, August 2024.
- "Keep Quiet and Carry On Under the EU Trade Secrets Directive," *IP Magazine*, September 2016.
- "Dangerous Waters in the Safe Harbour," *IP Magazine*, February 2016.