

Business Process Outsourcing

Outsourcing for Business Value



INDUSTRY OVERVIEW

Business Process Outsourcing (BPO) has evolved from its early days to become an accepted practice for organisations across many industries. Initially, organisations sought BPO partners who can take over their non-core competencies, which can range from Finance and Accounting, Call Centre operations to Human Resources and Payroll. This has driven for outsourcing used to be enabling greater efficiencies, cost reductions and streamlining of operations.

In this increasingly competitive global marketplace, organisations are now seeking strategic partners who can deliver innovative and high-value solutions that help them improve efficiency and achieve business goals. They seek BPO partners with industry or domain expertise who can tailor solutions to their needs and provide technology and services that can make a positive impact on customer satisfaction and target revenue.

CHALLENGES

- Lengthy adoption of new technology or processes and hiring of staff
- Key staff performing non-core or administrative processes instead of investing their time and energy in building the organisation's core businesses
- High cost of acquiring staff or technology that may take years to amortise and which may become outdated or be a poor match for the organisation over time

Solution

Outsource the operations and responsibilities of specific business functions or processes to an experienced third-party service provider

BENEFITS

- Greater focus on core functions, allowing key staff from performing non-core or administrative processes
- Accelerated speed to market and building of revenue
- Internal management disciplines resulting from the outsourcing exercise
- Lower costs due to process and operational improvements and use of technologies
- Improved control of budget
- Converted capital expenditure into operating expenditure
- Reduced dependency on internal resources where engagement of external expertise solves ongoing the needs of recruiting and training personnel
- Resource management flexibility, reducing response times to major business and technological change and customer requirements

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