A R B GARUD COLLEGE, SHENDURNI, DIST JALGAON

Global Business Foundation Skill
BPO/BPM Induction Programme

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Objectives

- To understand the structure and functions of the BPO industry
- To be aware of the outsourcing and the most favored outsourcing destination
- To understand the advantages of choosing BPO as career option
- To be familiar with the competencies essential to join the industry

BPO: An Overview

- BPO industry is often referred to, as ITES since automation or technology is a primary requirement of for enabling these services
- BPO is form of business operation which involves contracting of some non-core operations to a third-party service provider.

BPO: An Overview

BUSINESS PROCESS OUTSOURSING:
Is a subset of outsourcing that involves the contracting of the operations and responsibilities of specific business functions (or processes) to a third-party service provider. Originally, this was associated with manufacturing firms, such as Coca Cola that outsourced large segments of its supply chain. In the contemporary context, it is primarily used to refer to the outsourcing of services

Back Office Outsourcing

BPO is typically categorized into back office outsourcing - which includes internal business functions such as human resources or finance and accounting, and front office outsourcing - which includes customer-related services such as contact center services.

Offshore Outsourcing

BPO that is contracted outside a company's country is called offshore outsourcing. BPO that is contracted to a company's neighboring (or nearby) country is called near shore outsourcing.

BPO to BPM

- BPO industry started off, it primarily involved the outsourcing of delivery processes from high cost to low cost destinations and this model flourished as a result of labour cost arbitrage
- Today this industry has moved up the value chain manages entire businesses of the clients form various geographies across world based on the clients needs and the skills sets available in the countries

Sub Segments of BPM

- Human Resources
- Recruitment process outsource to external provider
- Finance and Accounting
- Outsourcing creation of software
- Legal document review, legal research and writing
- Telecommunication
- Security
- Quality assurance and testing
- Supply Chain logistics
- Investment research service, patent research
- Structural design, construction of management
- Application development and maintainance

Why do companies outsource?

- Insufficient resources available to perform functions
- Cut and control operation costs
- Gain access to core skills which are available in other parts of the world
- Free internal resources for core functions
- Improve company focus
- Productivity improvements
- Access to domain expertise
- Improved human resources
- Enhanced capacity for innovation
- Tax benefit

Kinds of Services offered by BPMs

- Customer support services
- Technical support services
- Telemarketing services
- Employee T helpdesk
- Insurance processing
- Data entry services /data processing services
- Data conversion services
- Scanning, OCR with editing and indexing services
- Book keeping/Accounting services
- Form processing services
- Internet/online/web Research

Countries that Outsource

- USA
- Europe
- The United Kingdom of Great Britan
- Japan
- Australia
- Canada

Preferred Destinations for outsourcing

- India
- China
- Philippines
- Mexico
- Malaysia
- Czech Republic
- Hungary
- Poland
- Israel
- Ireland
- South Africa
- Russia
- Middle East
- North Africa

Competencies required for working in BPM

- Service orientation
- Positive attitude
- Organizational skills
- Ability to multi-task
- High degree of attention to detail
- A helpful attitude
- Ability to prioritise effectively
- Relationship Communication
- Teamework
- Computer skills
- Learning ability

Why is India is preferred BPM Destination?

- Large number of English speaking professionals
- Technical expertise
- Cost reduction
- Indian telecom industry has grown
- Vital Government support
- Low infrastructure cost
- Leading quality practice
- Wide range of customer service skills
- India's ability to keep pace with international growth
- The multilingual ability of indians

Common BPM Services provided in India

- Data entry services
- Telemarketing services
- Technical help desk services
- E-learning solutions
- Accounting services
- Financial analysis
- Document management services
- Email support services
- Healthcare services
- Order taking services
- Research and analysis
- Medical transcription services
- Human resource outsourcing
- E-governance services
- Order taking services, etc.

Advantages of working in a BPM

- Good Salary
- Minimal Qualification
- Clean and Safe work environment
- On-the-job Training
- Career growth-flexibility to change jobs easily
- Opportunities to work overseas
- Ability to work from home
- Flexi-timing
- Opportunities to enhance your educational qualifications

Advantages to Employee

- Provident Fund
- Group Medical Insurance
- Personal Accident Insurance
- Subsidized food and transportation
- Paid days off
- Maternity leaves
- Employee stock options plan
- Educational benefits
- Recreation, cafeteria, ATM and concierge facilities
- Corporate credit card
- Cellular phone/Laptop
- Personal healthcare
- Loans at the work location
- Performance based incentives
- Flexi time
- Regular get-together, cultural programme
- Employee referral scheme
- Recreational facilities at the workplace

Current challenges for India

- Shortage of trained professionals
- Anti outsourcing debate
- Low standard of english speaking (Vulnerable Language)
- Competition of other more qualified and expertise countries
- Steady increase in professional cost
- Data hacking (Breach of faith)
- Inadequate infrastructure in tire two or tire three cities
- Quality of services is reduced
- Cultural and linguistic differences cause to delaying in work

Top BPMs to Work for in India

- Infosys BPO
- WNS Group
- Wipro BPO
- IBM
- Convergys
- HCL Technologies
- ICICI First Source
- Mphasis
- 24/7 Customer
- TCS
- Genpact
- Accenture
- Cognzant Technologies

Thank you