UNITED NATIONS UNCTAD

NACIONES UNIDAS CEPAL

Ministerio de Producción
Presidencia de la Nación

KONRAD ADENAUER STIFTUNG

UNIVERSIDAD DE CHILE

Global Services Forum

in association with **REDLAS Conference 2018:**

Knowledge-based services for sustainable development

13–14 September 2018, Buenos Aires, Argentina

Business leaders' session

presentation by

Mr. Wang Changxiang
Senior Advisor, American Outsourcing Institute, and
Chairman, Global Services Institute

Global Services

Digital Age

Innovation

Outsourcing

Changxiang Wang
changxwang@hotmail.com

theoutsourcinginstitute
@outsourcing.com

Founded in 1993, The Outsourcing Institute is the largest neutral professional association dedicated solely to technology, digital transformation and outsourcing, comprised of more than 98,000 professionals worldwide and providing information, research, networking opportunities and customized outsourcing solutions to the industry.

the 2nd annual DIGITAL Convergence Conference

The Digital Convergence Conference, Thriving in the Digital Age: Leveraging the Power of Digital Transformation, to be held on September 19 at PwC, 300 Madison Avenue, New York, NY. Keynotes will be presented by GE, NBCUniversal, NTT DATA, IBM Cloud and Wipro.

The Digital Convergence Conference will bring together senior buy-side executives, influencers, business and thought leaders to learn, connect and pave the way for true digital transformation. Conference attendees will hear from industry experts, get first-hand information about the latest case studies, and benefit from powerful learning and networking opportunities centered around digital convergence.

全球服务促进会

70 cities

200+Industrial Parks

100,000+enterprises

Global Services Institute, founded in 2014, which is co-sponsored by Xi'an Jiao Tong University alumni and alumni enterprises. At present, we have gathered hundreds of experts, investors and thousands of entrepreneurs in the six fields, such as intelligent manufacturing, environment resources, energy power, biomedicine, cloud computing & big data, and artificial intelligence. We are committed to build an industrial resource services platform for research, application and popularization of specialized industries that are "global services and service global".

GSI services objects in about 200 industrial parks in 70 third tier cities of China, including over one hundred thousand enterprises in the field of intelligent manufacturing, environmental resources, energy power, biomedicine, large data and artificial intelligence, provide services of technology, technical experts and industrial funds through the public services platform of the industrial parks and businesses.

The **Information Age** (also known as the **Computer Age**, **Digital Age**, or **New Media Age**) is a historic period in the 21st century characterized by the rapid shift from traditional industry that the Industrial Revolution brought through industrialization, to an economy based on information technology. The onset of the Information Age is associated with the Digital Revolution, just as the Industrial Revolution marked the onset of the Industrial Age.[1] The definition of what digital means (or what information means) continues to change over time as new technologies, user devices, methods of interaction with other humans and devices enter the domain of research, development and market launch.

During the Information Age, the phenomenon is that the digital industry creates a knowledge-based society surrounded by a high-tech global economy that spans over its influence on how the manufacturing throughout and the service sector operate in an efficient and convenient way. In a commercialized society, the information industry is able to allow individuals to explore their personalized needs, therefore simplifying the procedure of making decisions for transactions and significantly lowering costs for both the producers and buyers. This is accepted overwhelmingly by participants throughout the entire economic activities for efficacy purposes, and new economic incentives would then be indigenously encouraged, such as the knowledge economy.[2]

The Information Age formed by capitalizing on computer microminiaturization advances.[3] This evolution of technology in daily life and social organization has led to the fact that the modernization of information and communication processes have become the driving force of social evolution.[4] [Wikipedia]

Digital Revolution creating more and more outsourcing projects, outsourcing deeply used in all kind industries from enterprise level down to departments, and then down to smaller groups, almost everyone outsource part of his work so he could spend his time focus on more important issues. The FTE group size from hundreds down to 5 FTE or less. Big Data. Data Cleaning is huge market. Outsourcing target on reducing cost. Global Services is higher level version of outsourcing which is focus on reduce cost and added value to customer. So outsourcing suppliers count as customer partners, the venders numbers from more reduce to less, such as 2 or 3, so outsourcing market is more and more challenge than before.

Internet+

Human + Paper
Human + PC
Human + PC + Internet
Human + Internet + PC or Virtual PC
Human + Outsourcing + Internet + All kind digital tasks worldwide

onsite, nearby, onshore, nearshore, offshore, globalization

ITO

BPO

KPO

LPO

……..

About ¾

outsourcing tasks is

Business

Processing

Outsourcing

- **Sales team**

  Trust is more important than quality and cost, which will reduced the long term management cost.
- **International management team**

  support sales team, task define, knowledge transfer, account management, crossing department sales, quality control, long term partnership build up, etc.
- **Offshore management team**

  company set up, working environment maintains, HR, deal with local government needs, etc.
- **Daily operating team (FTE team)**

  internal training, first tier quality and performance control, daily communication with customer, weekly meeting, etc., FTE team include team leader, key FTE, FTE, buffer FTE, etc.

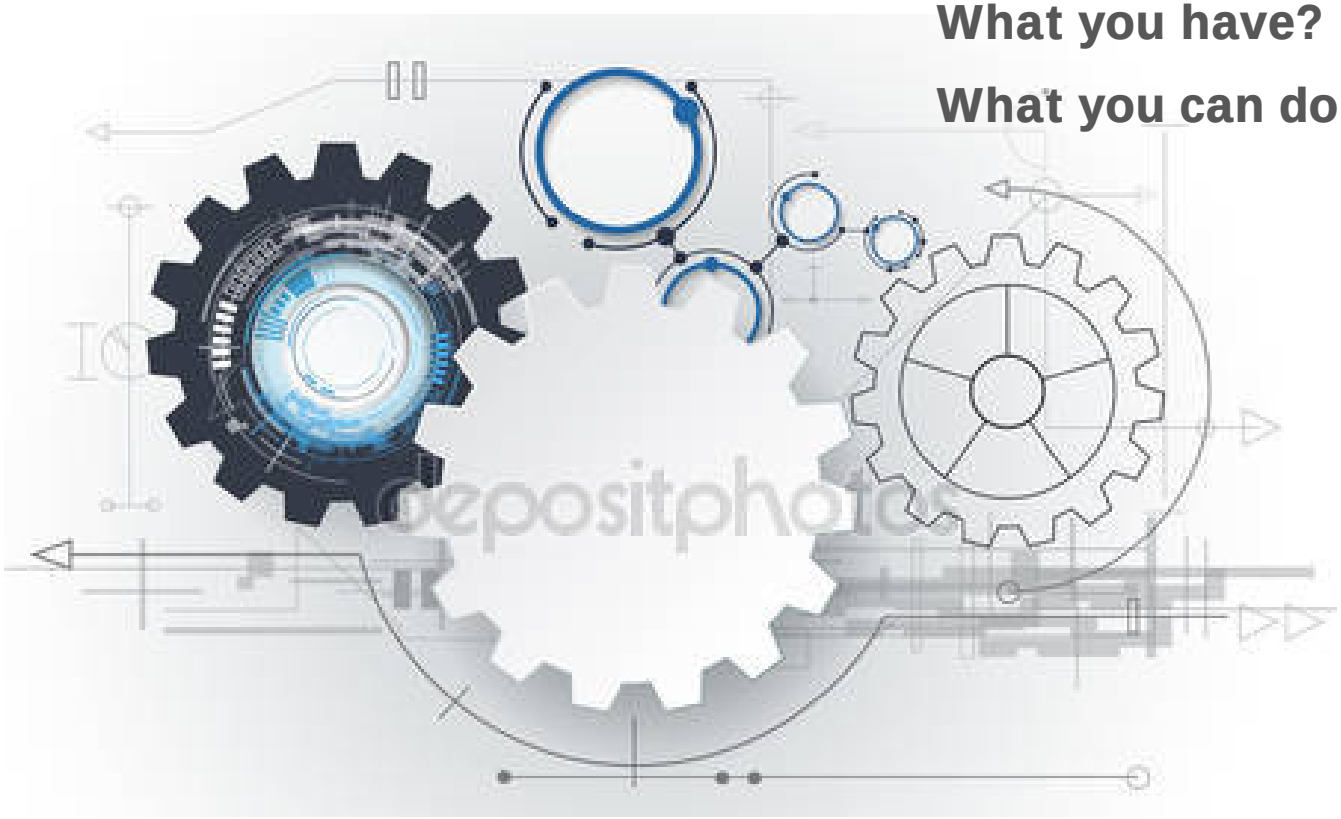
How India company to do marketing

Sales is the key and “Trust is more important than quality and cost “

Who you are?

What you have?

What you can do for me?



Do you best, let’s others do rest

Cold calls is hard but works for market expansion

company level case study

300,000 calls	
26,000 answered	8.7%
1,500 demo	5.8%
140 signed contract	9.3%

How many sales representatives needed?

Sales person level case study

1000 calls/monthly□ 50 calls/daily□ 7-10 calls/hourly	
Answered	8.9%
Found right person to talk	4.2%
Could make detail introduction or demo	5.3%
Sign off contract	9.8%

creditrisk monitor

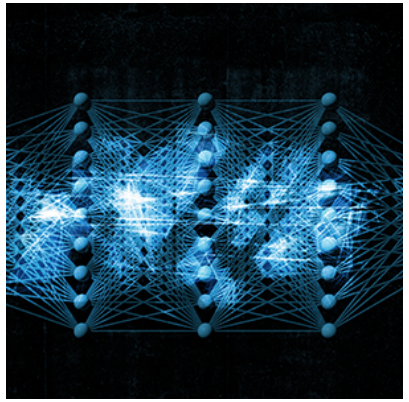
CreditRiskMonitor (OTCQX:CRMZ) is a financial risk analysis and news service for credit, supply chain and financial professionals. Our strength in coverage spans 58,000 global public companies, totaling about $70 trillion in corporate revenue. We also offer solutions that can help ease private company financial risk assessment. Leading corporations around the world – including more than 35% of the Fortune 1000, plus thousands more worldwide – rely on us to help them stay ahead of financial risk quickly, accurately and cost-effectively.

At the core of our **Fundamental Service** is our 96% accurate **FRISK® score**, formulated to assess bankruptcy risk in public companies within a 12-month window. The FRISK® score incorporates a number of critical risk indicators including crowdsourced click patterns of credit professionals and other subscribers. Our subscribers are highly influential in the daily commerce of some of the world's largest corporations, making decisions affecting billions of dollars of purchase and sale transactions every month. Leveraging the sentiment of these gatekeepers has made our FRISK® score more predictive. When they're concerned, we're concerned.

Innovative Technology

CreditRiskMonitor strives to bring you the most accurate financial risk assessment tools and solutions available today. We utilize innovative technologies such as crowdsourcing, a component of our 96% accurate **FRISK® score**, used with public company risk analysis. Our deep neural network technology, a type of artificial intelligence, is used to formulate our new private company **PAYCE™ score**.

Credit Research Foundation



Innovation can be defined simply as a "new idea, device or method".[1] However, innovation is often also viewed[*by whom?*] as the application of better solutions that meet new requirements, unarticulated needs, or existing market needs.[2] Such innovation takes place through the provision of more-effective products, processes, services, technologies, or business models that are made available to markets, governments and society. The term "innovation" can be defined[*by whom?*] as something original and more effective and, as a consequence, new, that "breaks into" the market or society.[3] Innovation is related to, but not the same as, invention,[4] as innovation is more apt to involve the practical implementation of an invention (i.e. new/improved ability) to make a meaningful impact in the market or society,[5] and not all innovations require an invention. Innovation often[*quantify*] manifests itself via the engineering process, when the problem being solved is of a technical or scientific nature. The opposite of innovation is exnovation.

While a novel device is often described[*by whom?*] as an innovation, in economics, management science, and other fields of practice and analysis, innovation is generally considered to be the result of a process that brings together various novel ideas in such a way that they affect society. In industrial economics, innovations are created and found[*by whom?*] empirically from services to meet growing consumer demand.[6][7][8] [Wikipedia]

Innovation is not only helping people dig out more and more outsourcing tasks, but also could make the outsourcing work more efficiency, such as

FTE -> machine learning -> AI

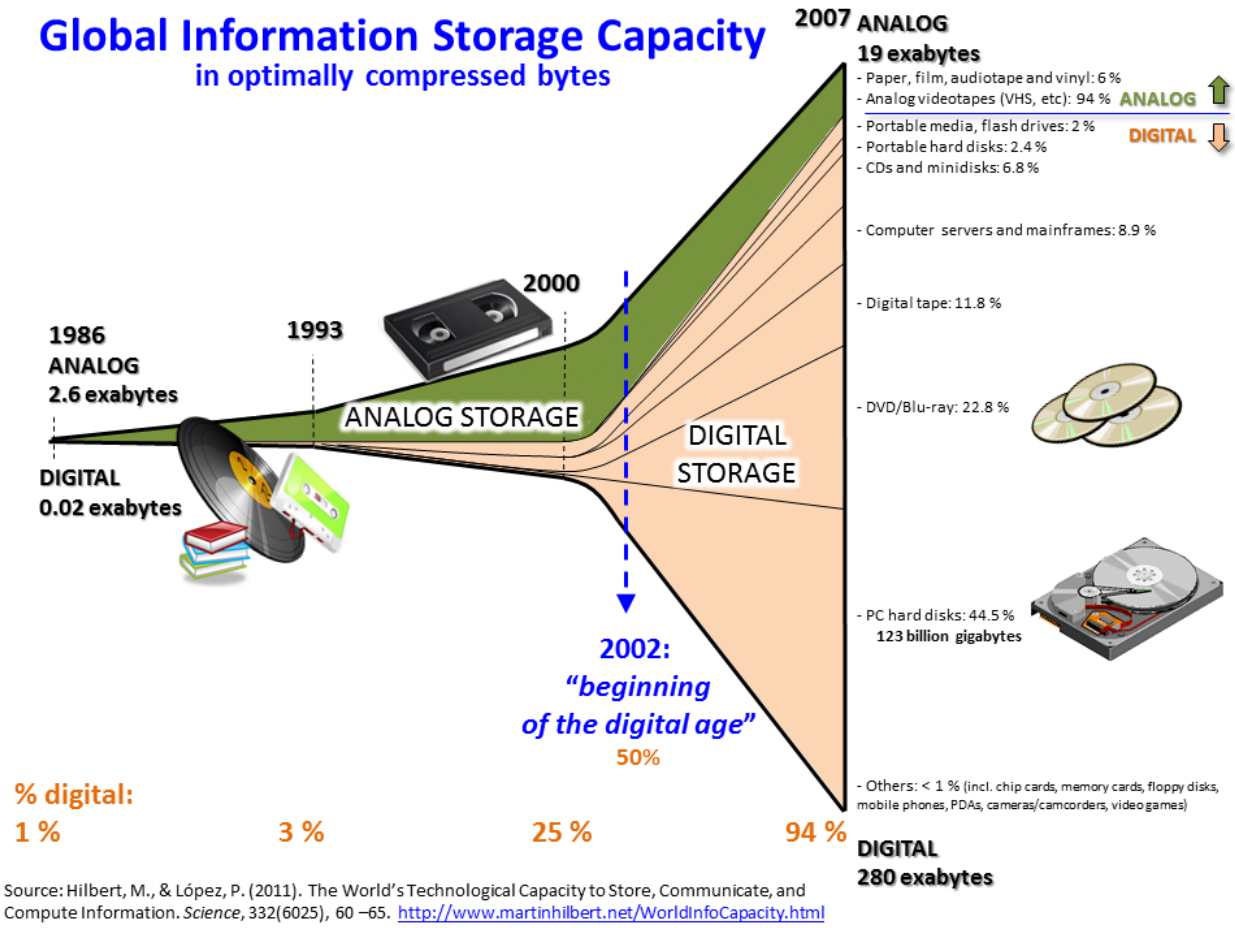
Timely **email alerts** on news, risk and ratings changes to subscriber is one of key services of CreditRiskMonitor. In the past all news processed by offshore FTE teams, but based on FTE processing experiences recorded in database IT created AI app which could cut off 45% news which need processing by FTE.

Big data is a term used to refer to the study and applications of data sets that are so big and complex that traditional data-processing application software are inadequate to deal with them. Big data challenges include capturing data, data storage, data analysis, search, sharing, transfer, visualization, querying, updating, information privacy and data source. There are a number of concepts associated with big data: originally there were 3 concepts *volume*, *variety*, *velocity*.[2] Other concepts later attributed with big data are *veracity (i.e., how much noise is in the data)* [3] and *value*.[4]

Lately, the term "big data" tends to refer to the use of predictive analytics, user behavior analytics, or certain other advanced data analytics methods that extract value from data, and seldom to a particular size of data set. "There is little doubt that the quantities of data now available are indeed large, but that's not the most relevant characteristic of this new data ecosystem."[5] Analysis of data sets can find new correlations to "spot business trends, prevent diseases, combat crime and so on."[6] Scientists, business executives, practitioners of medicine, advertising and governments alike regularly meet difficulties with large data-sets in areas including Internet search, fintech, urban informatics, and business informatics. Scientists encounter limitations in e-Science work, including meteorology, genomics,[7] connectomics, complex physics simulations, biology and environmental research.[8]

Data sets grow rapidly - in part because they are increasingly gathered by cheap and numerous information-sensing Internet of things devices such as mobile devices, aerial (remote sensing), software logs, cameras, microphones, radio-frequency identification (RFID) readers and wireless sensor networks.[9][10] The world's technological per-capita capacity to store information has roughly doubled every 40 months since the 1980s;[11] as of 2012[update], every day 2.5 exabytes (2.5×10^{18}) of data are generated.[12] Based on an IDC report prediction, the global data volume will grow exponentially from 4.4 zettabytes to 44 zettabytes between 2013 and 2020.[13] By 2025, IDC predicts there will be 163 zettabytes of data.[14] One question for large enterprises is determining who should own big-data initiatives that affect the entire organization.[15]

Relational database management systems and desktop statistics[*clarification needed*] and software packages to visualize data often have difficulty handling big data. The work may require "massively parallel software running on tens, hundreds, or even thousands of servers".[16] What counts as "big data" varies depending on the capabilities of the users and their tools, and expanding capabilities make big data a moving target. "For some organizations, facing hundreds of gigabytes of data for the first time may trigger a need to reconsider data management options. For others, it may take tens or hundreds of terabytes before data size becomes a significant consideration."[17] [Wikipedia]



Source: Hilbert, M., & López, P. (2011). The World's Technological Capacity to Store, Communicate, and Compute Information. *Science*, 332(6025), 60 –65. http://www.martinhilbert.net/WorldInfoCapacity.html

HLG Big Data company is planning to buildup 100 thousand workers data processing & cleaning center(s) in China to consolidate and initial clean up huge data from all different channel of government divisions and cities.

With the advancement and convergence of emerging technologies such as blockchain, AI, cloud, analytics, mobile, automation & IoT, and new business models rapidly disrupting the old

We wanted to change the outsourcing conversation from one of offshoring work and labor arbitrage, to more of outsourcing your digital enterprise transformation work to trusted business partners who can help glue all the moving pieces together and eliminate the separate siloes that are common in so many organizations and stymie transformation.

Global Services

Digital Age

Innovation

Outsourcing

Partnership

Changxiang Wang
changxwang@hotmail.com