Outsourcing becoming a necessity more than a need:

Evolving with the generations

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Global Services Forum
May 28, 2013, Beijing

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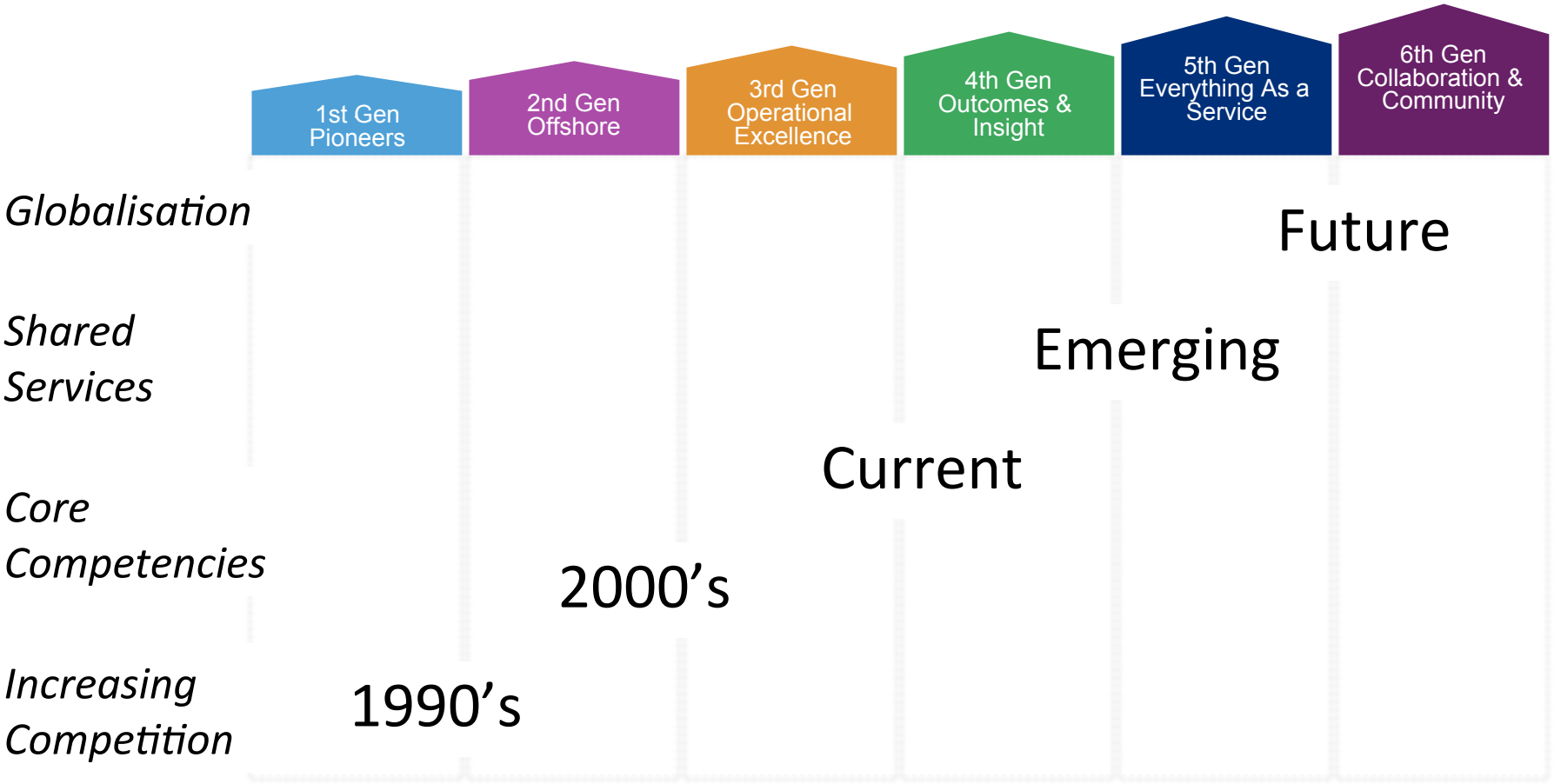
Evolution of Business Process Outsourcing



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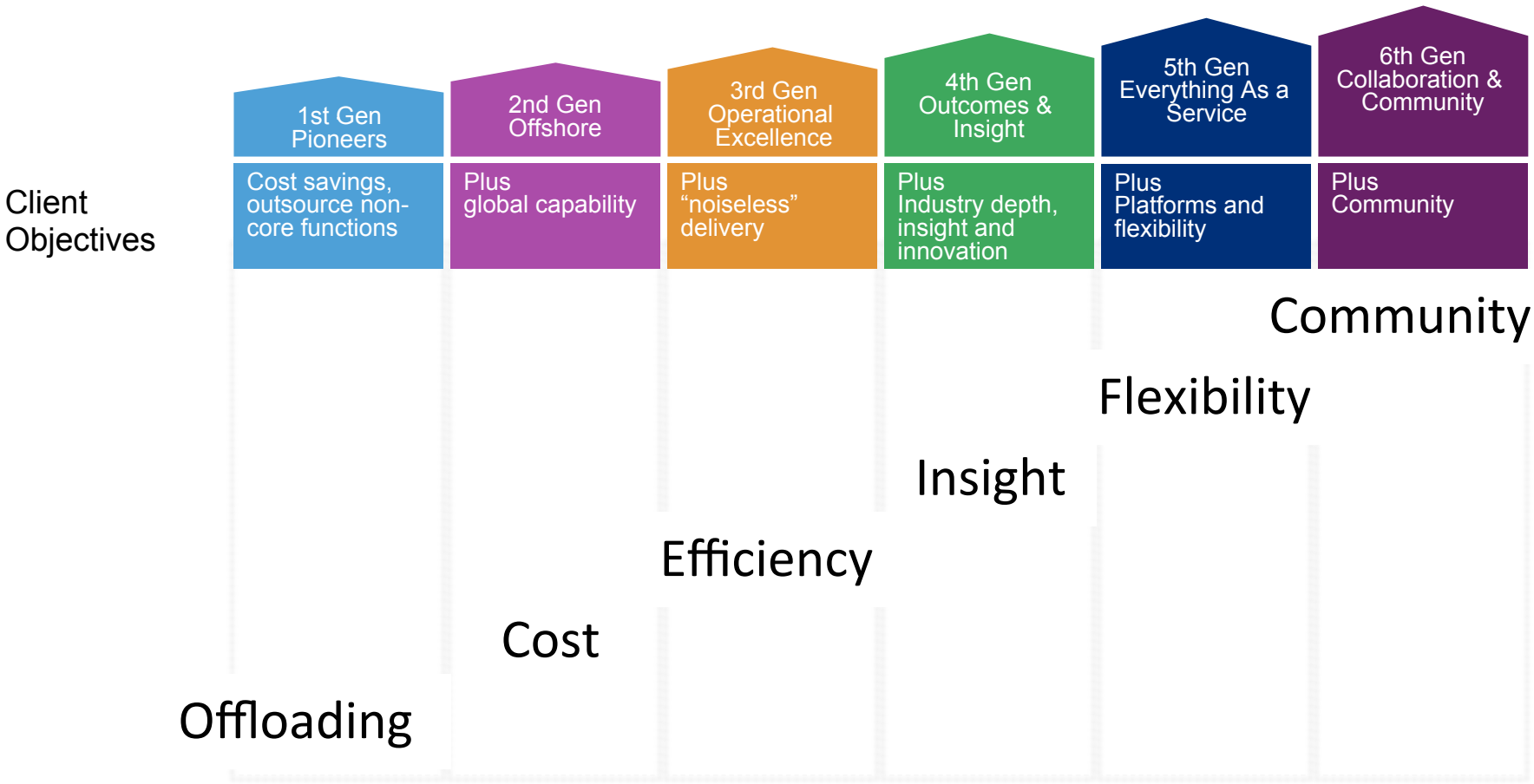
Evolution of BPO – Clients Perspective



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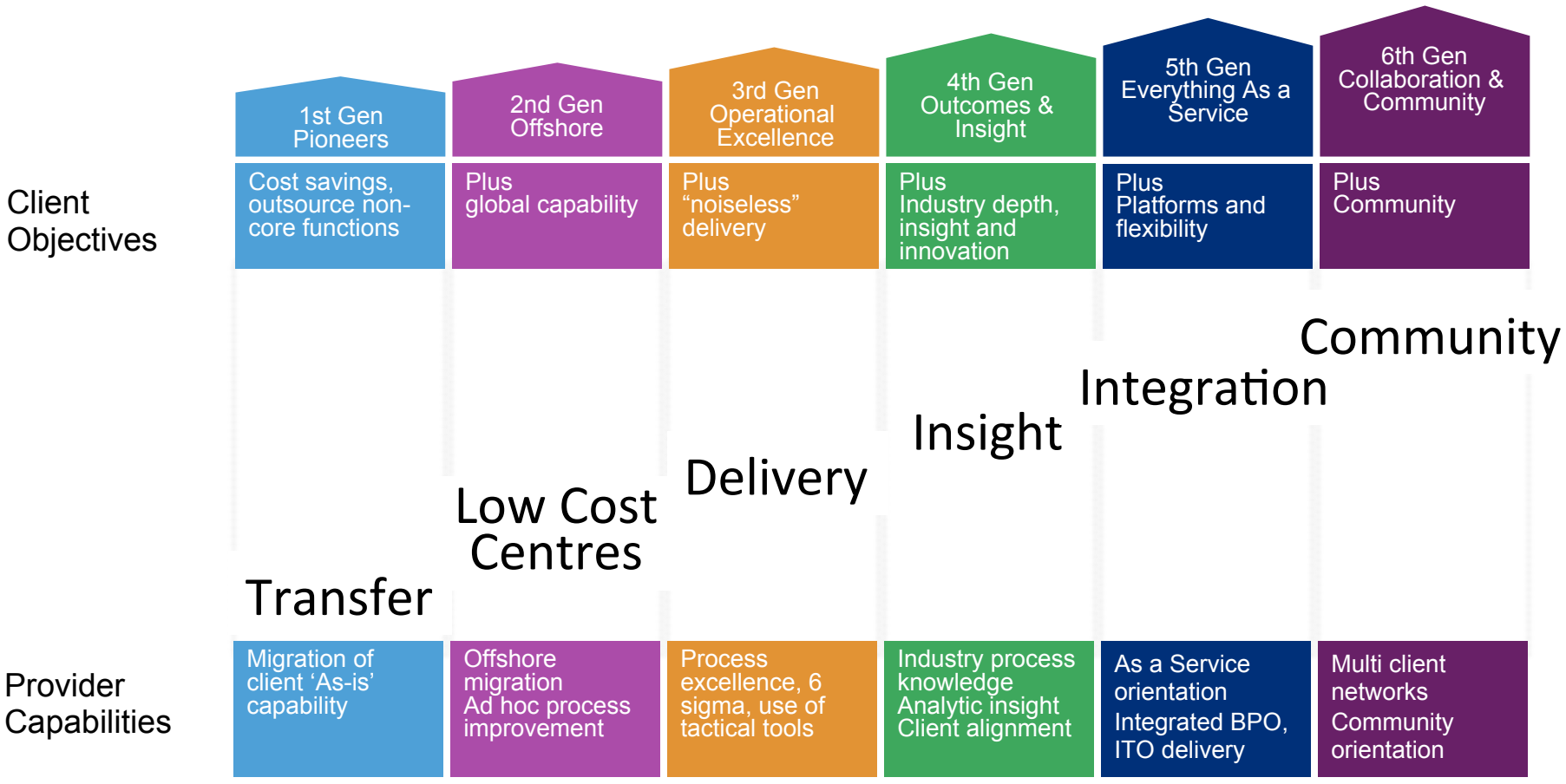
Evolution of BPO – Providers Perspective



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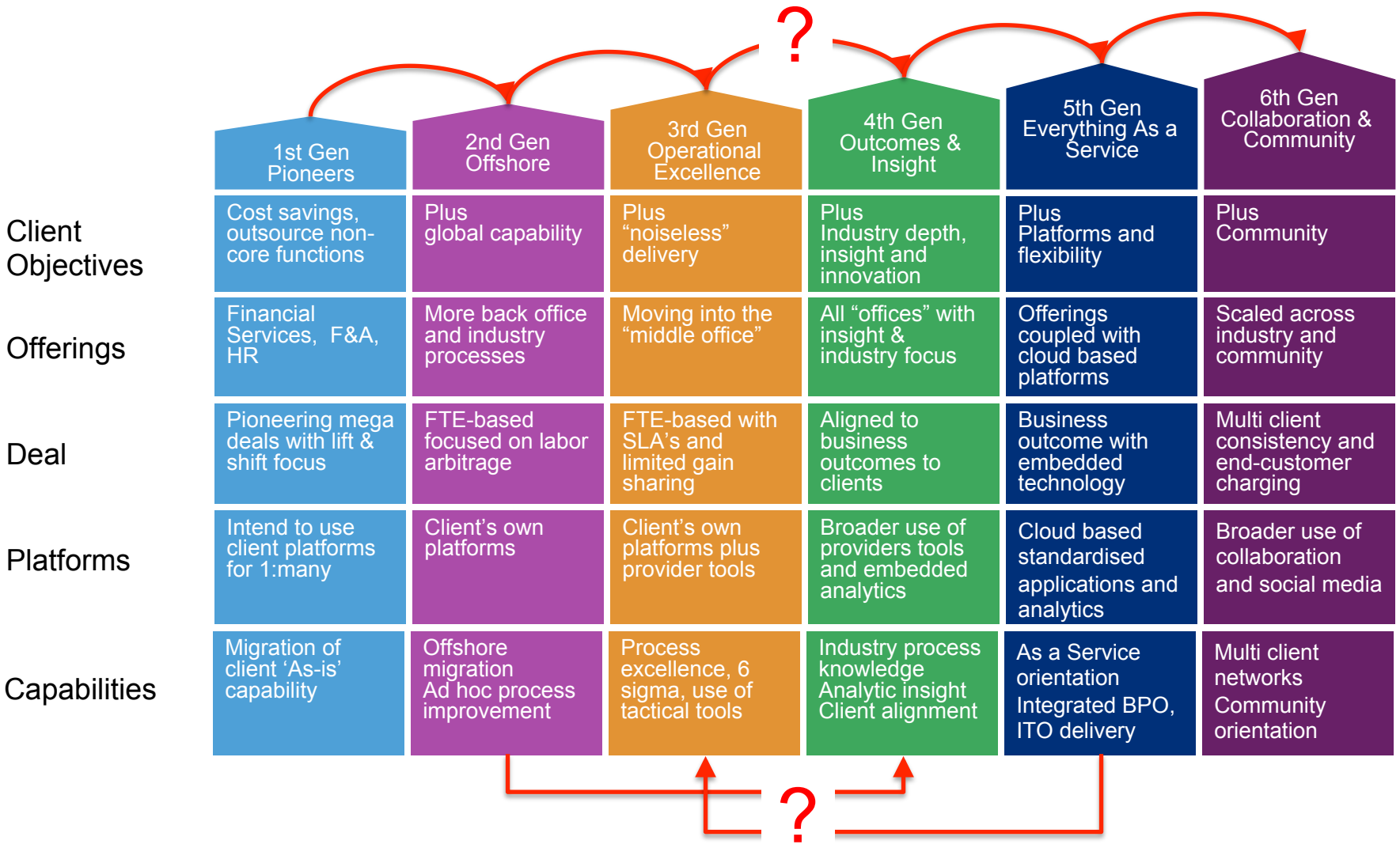
Evolution of BPO – Provider Evolution



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Implications for Buyers and Providers

Our research shows that high performers in BPO exhibit eight core management behaviors and practices

Collaborative BPO governance
Adopt a partnership-based approach to governance

Change management a priority
Drive strong transformational capability

Value beyond cost
Focus on benefits beyond cost reduction

Business outcome focus
Target strategic business outcomes

End to end approach
Take a holistic approach to the scope of the BPO relationship

Domain expertise and analytics
Contextualize data through domain expertise and analytics

Retained organization transformation
Align the retained organization with the outsourced processes

Technology as an enabler
Emphasize benefits of technology in the BPO relationship

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Thank you.

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