

BPO FUTURE FORWARD

THE STRATEGY COLLECTION



6 reasons to adopt BPO shared services in emerging markets

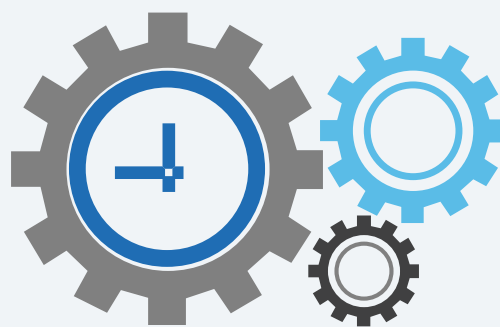
While cost has been a key driver to set up shared service centers (SSCs) in developed markets, SSCs in emerging markets are a different story. One that is marked by faster growth, synergistic operations, and emergence of new best practices.

1. SUPPORT GROWTH



Shared services provide a common service delivery backbone across markets, and can help companies serve new customers faster

2. QUICKER TIME TO MARKET



Shared services enable faster integration of processes, especially those of acquired organizations

3. TECHNOLOGY CONSOLIDATION



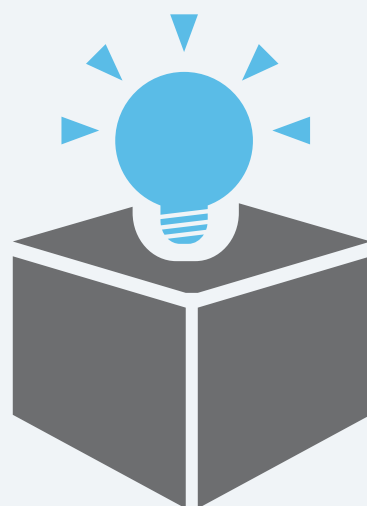
A shared service center (SSC) can drive unified technology implementations like a single ERP for the multiple regions it caters to

4. CONTROL OUTCOMES



By having an end-to-end view of business functions, SSCs can address process issues across the value chain

5. A HUB FOR BEST PRACTICES



With a concentration of skillsets and larger process scope, SSCs are well-positioned to drive innovation in services and technology across the enterprise

6. DRIVE A CULTURE OF PERFORMANCE



Standardization of processes and services coupled with technology implementation enable SSCs to measure outcomes with efficiency and effectiveness metrics

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