

BPO FUTURE FORWARD

THE STRATEGY COLLECTION

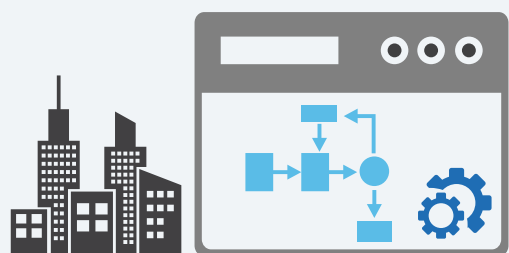


8 ways to innovate and transform business processes

The role of BPO in retained and outsourced business processes has evolved from continuous improvements and ERP roll-outs to a more holistic approach that blends operational, strategic and technological levers.

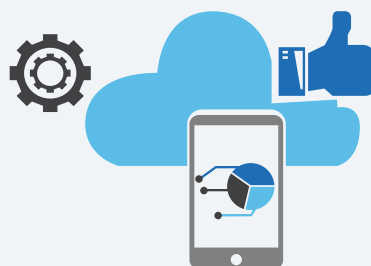
With new ideas and capabilities, BPO partners can now add greater business value to the innovation and transformation agendas of enterprises.

1. CUSTOMIZED TECHNOLOGY PLATFORMS



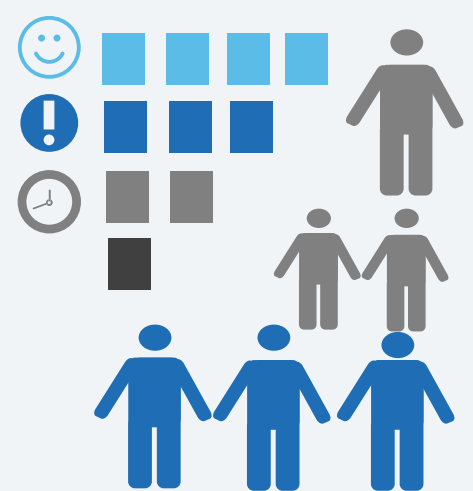
Enterprises can work with BPO partners to co-create platforms that are tailored to their processes, in areas like sourcing and procurement

2. INTEGRATED SOLUTIONS-IN-A-BOX



Social, mobile, analytics and cloud (SMAC) will enable IT, BPO and KPO/analytics solutions to be packaged together

3. EXPANDING TRANSFORMATION SCOPE



As BPO processes increasingly move from back to mid- and front-office processes, BPO transformation programs can measure metrics beyond cost – like time to market, customer experience, and risk management

4. FORGING TRUE PARTNERSHIPS, ONSITE



BPO talent can work closely with CXOs to set the innovation and transformation agenda with appropriate upfront commitments of investments (inputs) and business value (outcomes)

5. SEPARATE TRANSFORMATION CONTRACTS



These contracts will explicitly lay out the budgets and investments required for transformation projects, and will be distinctly different from contracts for 'business as usual' work

6. INDUSTRY-SPECIFIC BENCHMARKS



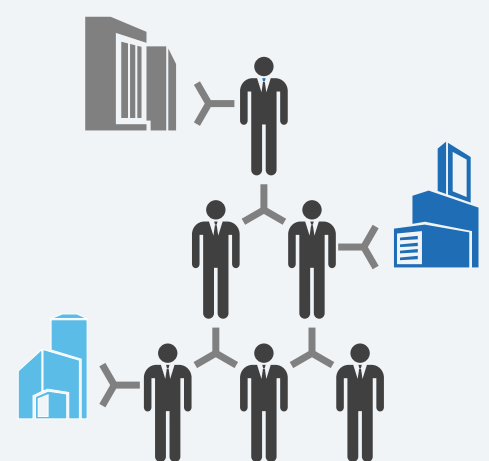
Enterprises can seek process-level performance metrics from their BPO partners and chart a roadmap to create best-in-class processes based on the benchmarks

7. GLOBAL INNOVATION & TRANSFORMATION BOARDS



Having BPO partners on this board will fully align them to the enterprise vision, ensure adequate sponsorship for projects, and remove execution hurdles

8. SHARED RESOURCES



BPO resources that are not dedicated to a specific client business can work on multiple engagements as the need arises, driving down costs and overcoming the rigidity of FTE models