



BPAAS THAT POLEVaulTS OPERATIONS TO THE NEW ERA

Abstract

Business Process as a Service (BPaaS) can be transformational for enterprises, especially as they integrate with AI, genAI and agentic AI capabilities. BPaaS can drive down costs and time, free up resources to focus on higher value-add activities and offers companies the opportunity of renting a fully staffed, technology-enabled operations centre, without having to invest in building it or maintaining it.

“The secret of change is to focus all your energy not on fighting the old, but on building the new.”

- Socrates



Socrates seems to have captured the angst of modern-day enterprises a millennia ago. Think of mid-sized companies that are drowning in semi-manual invoice processing using basic accounting systems, with Accounts Payable (AP) teams spending three weeks (or more) reconciling vendor payments — an error-prone, deadline-slipping, repetitive

activity that CFOs haplessly preside over, while competitors race ahead. Such teams then discover that they can [outsource their business processes](#) through the Business Process as a Service (BPaaS) paradigm — a lever that multinationals and large enterprises have been using for the last two decades to gain manifold efficiencies. Within three

months, the three-week process shrinks to three days. Error rates drop by 80 percent. The AP team shifts from data entry to strategic vendor management. This is the new reality across industries, as BPaaS efficiencies trickle down from the majors to mid-size, and even some smaller-sized companies.

Business process outsourcing as a service

BPaaS is at the heart of transforming from a 20th century enterprise that manages operations by adding technology tools — think a desktop computer, productivity software, and printers — to moving to entire workflows that have technology embedded in their DNA. The productivity gains cannot be understated: per Gartner, BPaaS is the delivery of business processing outsourcing services via cloud infrastructure that has been built for multiple clients to share. In these services, the emphasis is on heavy automation, and human intervention typically happens from a shared pool of team members, rather than having someone dedicated to a single client.

The pricing model offers tremendous flexibility and benefits as well. Companies

need only pay for what they consume. Other, simpler, subscription arrangements can be made with the BPaaS partner as well. This evolution requires no massive capital expenditure, there is no hardware to maintain and no software licenses to manage. All those old desktops can be sent to recycling and the data gets captured in the cloud. Access to the data, and the workflow, comes to the team through standard internet infrastructure. All a team member needs is a laptop and internet. This revolutionises the way of working itself, making geographic boundaries irrelevant for team members. BPaaS offers companies the opportunity of renting a fully staffed, technology-enabled operations center, without having to invest in building it or maintaining it.



Market momentum and investment

The BPaaS market is huge, and growing. Statista reported the BPaaS market size stood at \$71 billion in 2024. Gartner reports on the broader Business Process Services (BPS) market, and forecasts that it would reach almost \$268 billion by 2029. These numbers attest to the larger story of automation happening across the world. They speak of technology as a driving force for gaining new efficiencies and speed, not just an enabler. BPaaS is one component of a broader

automation strategy that Gartner calls “hyperautomation”. This approach to revolutionising workforces combines multiple technologies, including Artificial Intelligence (AI), Machine Learning (ML), Robotic Process Automation (RPA), and Business Process Management (BPM) tools working in concert. Today, hyperautomation is a foundational discipline for 90 percent of large enterprises, companies that are competing across marketplaces around the world,

and have an urgent need for operational excellence and resilience. Enterprises that weathered the recent pandemic-era supply chain disruptions understand this viscerally. Static processes break. Adaptive processes survive. Forrester’s 2024 Automation Survey reinforces this direction. An overwhelming 95 percent of automation decision-makers said that automation plays a critical or important role in their enterprise strategy.

The narrative beyond cost cutting

While the move to BPaaS starts with a strategic objective to gain efficiencies and cut costs, BPaaS adopters rapidly understand, and appreciate, the fundamental change in the organisation:



Speed to capability

Traditional process improvement requires hiring specialists, buying software, building infrastructure, and training teams. BPaaS compresses this timeline from months to weeks. Organisations gain immediate access to best-practice processes without having to suffer the learning curve.



Elastic capacity

Seasonal businesses know the pain of scaling. A retailer facing holiday demand cannot hire and train an accounts receivable team in November. BPaaS providers absorb demand spikes seamlessly because capacity exists across their global client base.



Continuous improvement

When a BPaaS provider serves hundreds of clients, they accumulate insights across industries. Process improvements discovered at one client benefit all clients. Organisations gain from collective learning without funding the research themselves.



Focus on differentiation

Every hour a team spends on payroll processing or invoice matching is an hour not spent on activities that distinguish organisations from their competitors. BPaaS shifts commodity work to specialists, freeing top talent to focus on strategic priorities for growth.

When strategic goals meet implementation realities

Successful BPaaS adoption requires an honest assessment of organisational readiness. Start with the ground rule: not every process is a good candidate for automation. Review your operations and start with those that are high-volume, rule-based, and standardisable. Finance and Accounting (F&A) processes often lead the pack as they share common structures across industries. Human Resources (HR) functions like payroll and benefits administration also follow similar patterns.

The space is mature. Over the last two decades, the largest organisations have partnered with providers and worked out the kinks. One of the best known practices is to seek platforms that offer process modeling, automation, integration, and analytics together. The key lesson from current adoptions is to avoid point solutions. Enterprises are well served to seek out providers who can grow with their ambitions.

Another area that deserves serious consideration is data security. When you entrust your business-critical data and information to external parties, evaluate providers based on their compliance track record — go beyond certifications to data residency options and explore their security architectures. The right partner would treat your data with the same rigor they would apply to their own.

Where the space is heading



The BPaaS space is gathering steam. Trends point to deeper integration of AI within BPaaS offerings, with Large Language Models (LLMs) powering an increasing share of operational process automations. Agentic AI technologies can handle tasks that previously required human judgement. Capabilities such as document understanding, exception handling and predictive decision support are set to get automated in the next wave. Specialisation will be the other end of the stick as industry-specific BPaaS

solutions multiply. In particular, sectors with unique regulatory requirements and operational constraints such as healthcare, [financial services](#) and manufacturing will see specialised offerings that generic platforms may struggle to provide. The enterprise of tomorrow will see hybrid human-digital worker teams orchestrate work across internal and external entities for the overall benefit of the organisation. The revolution is here. Enterprises are selecting whether they lead the change or chase it.

How Infosys BPM can help

As one of the world's most reliable [BPaaS providers](#), [Infosys BPM](#) offers a range of business process outsourcing solutions and services to enterprises across various industries and sectors.

For more information, contact infosysbpm@infosys.com

Infosys[®]
Navigate your next

© 2026 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.