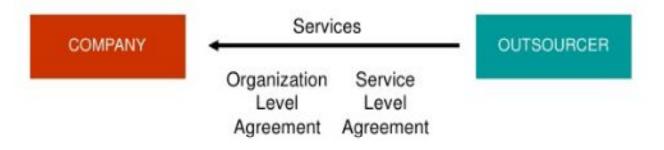
INTRODUCTION



Outsourcing denotes the continuous procurement of services from a third party, making use of highly integrated processes, organization models and information systems.

What is Outsourcing?

Outsourcing -

"the strategic use of outside resources to perform activities traditionally handled by internal staff and resources" Dave Griffiths

Why Outsource?

Provide services that are scalable, secure, and efficient, while improving overall service and reducing costs

Key areas of outsourcing?

- Information Technology/IT solutions
- Call Centers
- Finance & Accounting Outsourcing
- Procurement Outsourcing
- Textiles
- Manufacturing
- Human resource Management

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Advantages of outsourcing

Cost Effective Skilled Expertise Time zone difference

Focus on core competencies Increased productivity and Efficiency

Distribution of risk

Improving customer service Better people management

Access to world-class solutions

Disadvantages of outsourcing

Loss Of Managerial Control

Hidden Costs Threat to Security and Confidentiality

Quality Problems Tied to the Financial Well-Being of Another Company

Bad Publicity and III-Will

Lack of customer focus lose talent inside within your company

Linguistic barriers

Problems with outsourcing

- Loss of Control
- Increased cash outflow
- Confidentiality and security
- Selection of supplier
- Too dependent on service provider
- Loss of staff or moral problems
- Time consuming
- Provider may not understand business environment
- Provider slow to react to changes in strategy

Business process outsourcing (BPO)

BPO is a subset of outsourcing that involves the contracting of the operations and responsibilities of specific business functions or processes to a third-party service provider.

Knowledge process outsourcing (KPO)

KPO describes the outsourcing of core business activities, which often are competitively important or form an integral part of a company's value chain. Therefore KPO requires advanced analytical and technical skills as well as a high degree of proprietary domain expertise

Legal process outsourcing (LPO)

LPO refers to the practice of a law firm or corporation obtaining legal support services from an outside law firm or legal support services company. This process has been marked by the practice of outsourcing any activity except those where personal presence or contact is required.

Recruitment process outsourcing (RPO)

Recruitment Process Outsourcing is a form of business process outsourcing (BPO) where an employer outsources or transfers all or part of its recruitment activities to an external service provider.

Engineering process outsourcing(EPO)

EPO offers global consulting and outsourcing services providing end-to-end services in the areas of Engineering and Technical Process Outsourcing.

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