2014 Top Trends Forecast for Business Process Outsourcing

Source: PRweb.com
DATAMARK, a business services provider, announced its top trends for the business process outsourcing (BPO) industry in a new complimentary whitepaper *10 Business Process Outsourcing Trends to Watch for in 2014*. Across all trends, one point is clear—the BPO industry is here to stay. Moreover, it is becoming even more heavily embedded into customers' complex value chains through technology. Top technological trends included the growing popularity of mobile apps for business services, new robotics process automation tools and ongoing opportunities for BPOs to offer BPaas (business process as a service) due to increasing public cloud service providers.

*Original Article*

Three Steps to Create Your Best-in-Class Accounts Payable Group

Source: 4-traders.com
Based on a report by Canon Business Process Services, high performance Accounts Payable (AP) departments process invoices for $2.20 per invoice—88% below industry average. The study highlights three key criteria responsible for the reduced processing costs, including centralized invoice receipt, AP process automation and strategically outsourced services. Six performance indicators, like the “cost-per-invoice” metric, are suggested to help businesses best gauge their current performance and future improvement.

*Original Article*
New Social Media Command Center Opens in the U.S.
Source: Marketwire.com
Aditya Birla Minacs is the first North American-based business process outsourcing company to open a social media command center in the U.S. The company will provide comprehensive reputation management services from this location, which includes listening directly to the voice of the customer across social and mobile channels. The company heavily invested in the development of this center and feels it best represents how businesses will communicate and interact with their customers in the future. Their platform is supported by Salesforce Radiant6.
Original Article

Outsourcing – A Modern Day Definition
Source: Business2Community.com
The outsourcing business has evolved from its pure play call center roots in the 1990s. Once used as a remote tactic for businesses to generate immediate cost-savings, modern day outsourcing is now a critical strategic tool for businesses both large and small. Outsourcing providers have expanded their business models to incorporate shared services, global delivery and Cloud-based technologies. The unilateral arrangements of the past have been replaced with models that incorporate hybrid workflows that may include offshore, near-shore and on-shore combinations. Ultimately, today’s clients consider outsourcing providers strategic “collaborators” that augment the capacity levels of their existing in-house teams.
Original Article

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