

Corporate BPO Solution Management

Abstract

Business process outsourcing (BPO) is the contracting of a specific business task, such as payroll, to a third-party service provider. Usually, BPO is implemented as a cost-saving measure for tasks that a company requires but does not depend upon to maintain its position in the marketplace. BPO is often divided into two categories: back office outsourcing, which includes internal business functions such as billing or purchasing, and front office outsourcing, which includes customer-related services such as marketing or tech support.

BPO - Business Process Outsourcing is the process of hiring another company to handle business activities for you.

Introduction

Vision

BPO is distinct from information technology (IT) outsourcing, which focuses on hiring a third-party company or service provider to do IT-related activities, such as application management and application development, data center operations, or testing and quality assurance.

Scope

BPO usually consisted of outsourcing processes such as payroll. Then it grew to include employee benefits management. Now it encompasses a number of functions that are considered "non-core" to the primary business strategy.

Now it is common for organizations to outsource financial and administration (F&A) processes, human resources (HR) functions, call center and customer service activities and accounting and payroll.

BPO is also referred to as ITES -- information technology-enabled services. Since most business processes include some form of automation, IT "enables" these services to be performed.

Definition, Acronyms, Abbreviations

BPO – Business Process Outsourcing

ITES – Information Technology Enabled Services

HR – Human Resources

ASP – Application Service Provider

Overview

1. BPO stands for **Business Process Outsourcing**. Major corporations in the US and Europe are outsourcing their back office operations to India to save costs. E.g. employee payroll is maintained in India for their employees

worldwide. Although these jobs usually are not directly IT-related, their data-based orientation often means that they require IT departmental support to be successfully outsourced.

2. ITES stands for IT-enabled services. IT-enabled outsourcing can be defined as,

- Those outsourcing services that use information technology in the processing and delivery of the service.
- Services are typically delivered through a telecommunications or data network, or other electronic media.

System Analysis

Feasibility Study

Economic Feasibility

Economic feasibility attempts to weigh the costs of developing and implementing a new system, against the benefits that would accrue from having the new system in place. This feasibility study gives the top management the economic justification for the new system.

A simple economic analysis which gives the actual comparison of costs and benefits are much more meaningful in this case. In addition, this proves to be a useful point of reference to compare actual costs as the project progresses. There could be various types of intangible benefits on account of automation. These could include increased customer satisfaction, improvement in product quality better decision making timeliness of information, expediting activities, improved accuracy of operations, better documentation and record keeping, faster retrieval of information, better employee morale.

Operational Feasibility

Proposed project is beneficial only if it can be turned into information systems that will meet the organizations operating requirements. Simply stated, this test of feasibility asks if the system will work when it is developed and installed. Are there major barriers to Implementation? Here are questions that will help test the operational feasibility of a project:

Is there sufficient support for the project from management from users? If the current system is well liked and used to the extent that persons will not be able to see reasons for change, there may be resistance.

Are the current business methods acceptable to the user? If they are not, Users may welcome a change that will bring about a more operational and useful systems.

Have the user been involved in the planning and development of the project?

Early involvement reduces the chances of resistance to the system and in general and increases the likelihood of successful project.

Since the proposed system was to help reduce the hardships encountered. In the existing manual system, the new system was considered to be operational feasible.

Technical Feasibility

Evaluating the technical feasibility is the trickiest part of a feasibility study. This is because, .at this point in time, not too many detailed design of the system, making it difficult to access issues like performance, costs on (on account of the kind of technology to be deployed) etc. A number of issues have to be considered while doing a technical analysis.

Understand the different technologies involved in the proposed system before commencing the project we have to be very clear about what are the technologies that are to be required for the development of the new system. Find out whether the organization currently possesses the required technologies. Is the required technology available with the organization?

Software Requirement Specification

Software Requirements

Operating System	:	Windows XP/2003 or Linux/Solaris
User Interface	:	HTML, CSS
Client-side Scripting	:	JavaScript
Programming Language	:	Java
Web Applications	:	JDBC, JNDI, Servlets, JSP
IDE/Workbench	:	Eclipse with MyEclipse Plug-in
Database	:	Oracle/Access
Server Deployment	:	RetHat JBoss AS

Hardware Requirements

Processor	:	Pentium IV
Hard Disk	:	40GB
RAM	:	256MB