

delivering  
solutions for  
your environment



## Session 73: Full BPO Service

Presenter: Vidoosh B Sing

Date: 11 March 2014



# Introduction

---



- BPO

“If you deprive yourself of outsourcing and your competitors do not, you’re putting yourself out of business.”

Lee Kuan Yew

# BPO Definition

---

- 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 their 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.

World Wide Web. 2014. Definition business process outsourcing. [Online] (Updated November 2010)  
Available at: <http://searchcio.techtarget.com/definition/business-process-outsourcing> [Accessed 04 March 2014].

# Why outsource?

---

- Decrease Costs
- Improve Efficiencies
- Scarce Skills Retention
- Shift internal focus to core business
- Increase Customer Satisfaction

# Successful Outsourcing Factors

---

- Understanding company goals and objectives
- A strategic vision and plan
- Selecting the right vendor
- Ongoing management of the relationships
- A properly structured contract
- Open communications with affected individual/group
- Senior executive support and involvement
- Careful attention to personnel issues
- Short-term financial justification

World Wide Web. 2014. What makes outsourcing successful. [Online] (Updated: Unknown)  
Available at: <http://outsourcing.about.com/od/clouds/a/Why-Do-Companies-Outsource.htm>  
[Accessed 04 March 2014].

# What can you outsource in the back office?

---



- About 227 Tasks
- Data Entry
- Data Mining
- Accounting
- Accounts Payable
- Accounts Receivable
- Bookkeeping
- Budgeting & Forecasting
- Data Interpretation
- Financial Analysis
- Financial Forecasting
- Financial Management
- Financial Reporting
- Inventory Management
- Investment Research
- Job Costing
- Payroll
- Tax Preparation

# What can you outsource on the technical side?

---



- Hardware
- Oracle
- Back Ups
- Database Monitoring
- Disaster Recovery
- Software Updates

# Bad outsourcing





# Why Adapt IT?

---



- Knowledge and Expertise
- Proven Track Record
- Industry partners
- Reduced costs
- Diversified Risk

# What is Full Back Office BPO?

---

- Student Administration
  - Enquiries
  - Applications
  - Registrations
  - Marks
  - Graduation
  - Alumni
  - Hemis/DHET Reporting

# What is Full Back Office BPO?

---

- Finance Administration
  - Budgets
  - Buying
  - Accounts Payable
  - Cash Books
  - Petty Cash
  - Reports
  - Recons
  - Audit Pack

# What is Full Back Office BPO?

---



- HR/Payroll Administration
  - Appointments
  - Leave
  - Skills Development
  - Disciplinary and Grievance
  - Payroll
  - Pay overs
  - External Submissions (PAYE, IRP5s, UIF, SDL, WCA)
  - Hemis/DHET Reporting

# What is Full Back Office BPO?

---

- Technical Administration
  - Servers
  - Back Ups
  - Disaster Recovery
  - DB Monitoring
  - Patch Updates
  - Oracle

# What can't you outsource?



# Disclaimer

---

- The information, comments and material presented in this presentation are provided for information purposes only. The presentation is not addressing all possible technical or business aspects and does not claim to be complete or exhaustive.
- Adapt IT reserves the right to change its business or product development plans as circumstances dictate.
- This document may not be reproduced or distributed without the written permission of Adapt IT (Pty) Ltd.

Thank you



