Business process management industry: Emerging trends

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Transformation from BPO to BPM

• Piecemeal outsourcing to `end to end´ services.
• Lights on services to quasi-consulting services.
• Lift and shift to best practices.
• Labour arbitrage to business transformation.
• Efficiency to business outcome impact.
• Disaggregated to integrated (technology + processes) services.

Sources NASSCOM
Verticalisation of services

• Healthcare
• Banking/financial services/insurance
• Retail
• Travel, etc.
Providing innovative solutions

Smartly leveraging technology enabled platforms
to operationalise business processes
and combining effective delivery models.
Think global

Emergence of multinationals with global delivery capabilities

(Helps to expand global delivery services by building on technical and non-technical skill sets of local workforce, such as, language skills and cultural compatibility)
Future opportunities in big data analytics

Making sense of unstructured data to obtain a competitive edge.

(Existence of unstructured data holds potential of providing huge competitive edge, if meaningfully analysed)
Regulatory issues: Emerging trends

• GATS Mode 1 commitments will assume importance

• Certification / recognition of qualifications of professionals providing services from remote locations

• Duration of work visas in various skill categories will assume importance

• Competition policy issues

• Data transferability and privacy of personal data as opposed to commercial data