

# BUSINESS PROCESS OUTSOURCING

**– A New Name for Old Business?**

## *The Providers Perspective*

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## **The objective of this presentation is:-**

- **To highlight the key success factors that led to our success in the area of BPO**
- **Highlight what constitutes international competitiveness and guarantees repeat business**
- **Highlight the strategic initiatives that enabled growth**
- **Highlight the best practices at enterprise & sector level.**

# What Cayman is doing in the area of BPO

**Cayman Consults Limited is a professional services firm**

**The firm has provided back office IT Enabled services since October 2000.**

**These services include:**

- Bookkeeping Outsourcing Services**
- Data Input Outsourcing services**

# VISION AND MISSION

## Our vision

*“Providing IT Enabled services in a manner that will enhance our customers’ growth and increase our profitability.”*

## Our mission

*“To be the most efficient and effective back office outsourcing service providers in Uganda to help our clients realize their full potential”*

# Becoming successful

**“Success is relative. It is what we can make of the mess we have made of things.”**

- **Determine service provider & level of efficiency**
- **Offer Quality services at the lowest price possible**
- **Develop parameters in recruitment & training staff to become multi-disciplined**
- **Work with clients who invest in infrastructure & systems**
- **Network of partnership**
- **Flexibility & adoption to the business environment**

# What constitutes International Competitiveness in BPO

- Infrastructure
- Human resource skills development plan
- Cost of executing the job; internet, rent & employees
- Experience of the firm in handling similar work
- Time Zones

# **Conditions & Strategic Initiatives in Uganda that foster entry into BPO Business**

- **State Support**
- **Tax waiver**
- **Communication sector liberalization**
- **Abundant educated labor**
- **ICT policy framework is in place**
- **Formed ICT Outsourcing Association**

# Impact of Initiatives on Sectoral/ National Level

- Funding is available for companies that are exporting IT services
- Removal of taxes on computers has made it easier & cheaper to acquire them
- Internet is slowly coming into offices & homes at affordable prices
- A pass out rate of 10,000 graduates every year guarantees ready human resource
- Patents & License rights encourage people to consider making Uganda an outsourcing destination
- The ICT Outsourcing Association has become a collective voice to lobby collectively.

# Best Practices Initiatives – Enterprise Level

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- **Cultural adoption**
- **Persistence and Resilience**
- **Innovativeness**

# **Best Practices Initiatives – Sector/ National Level**

- **Adoption of the Incubation approach to impart skills to different companies & share economies**
- **Key intervention areas to enhance the capacity to export services from developing countries to developed countries**
- **Collective effort (Cooperative) was used to impart knowledge to other companies in data entry skills**



**We shall make it...  
Because we have  
decided!**