



Executive Forum

Executive Forum 2005

Business Process Outsourcing

7 October 2005



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Session objectives



- To explore the opportunities and the requirements for providing business process outsourcing and shared services
- Presentations from the perspectives of:
 - Buyers of these services
 - Advisors and deal makers
 - Service providers
- Table discussions & feedback





Presenters



- Ian Beesley (UNSSC) global HR Director for PwC BPO 2000-2003



- Andrew Wall (CTO Wall and Associates) oversight of offshore accounting, bookkeeping and document management services.



- Luwanga Abubaker (CEO, Cayman Consults) Outsourcing Service Provider



- Paul Halpin (independent broker and adviser) BPO partner at PwC in London and Dublin 2000-04."





What can be outsourced?

Telephone sales

Telephone customer services

Accounts payable

Accounts receivable

Timesheets

Expense recording

Other F&A

Payroll

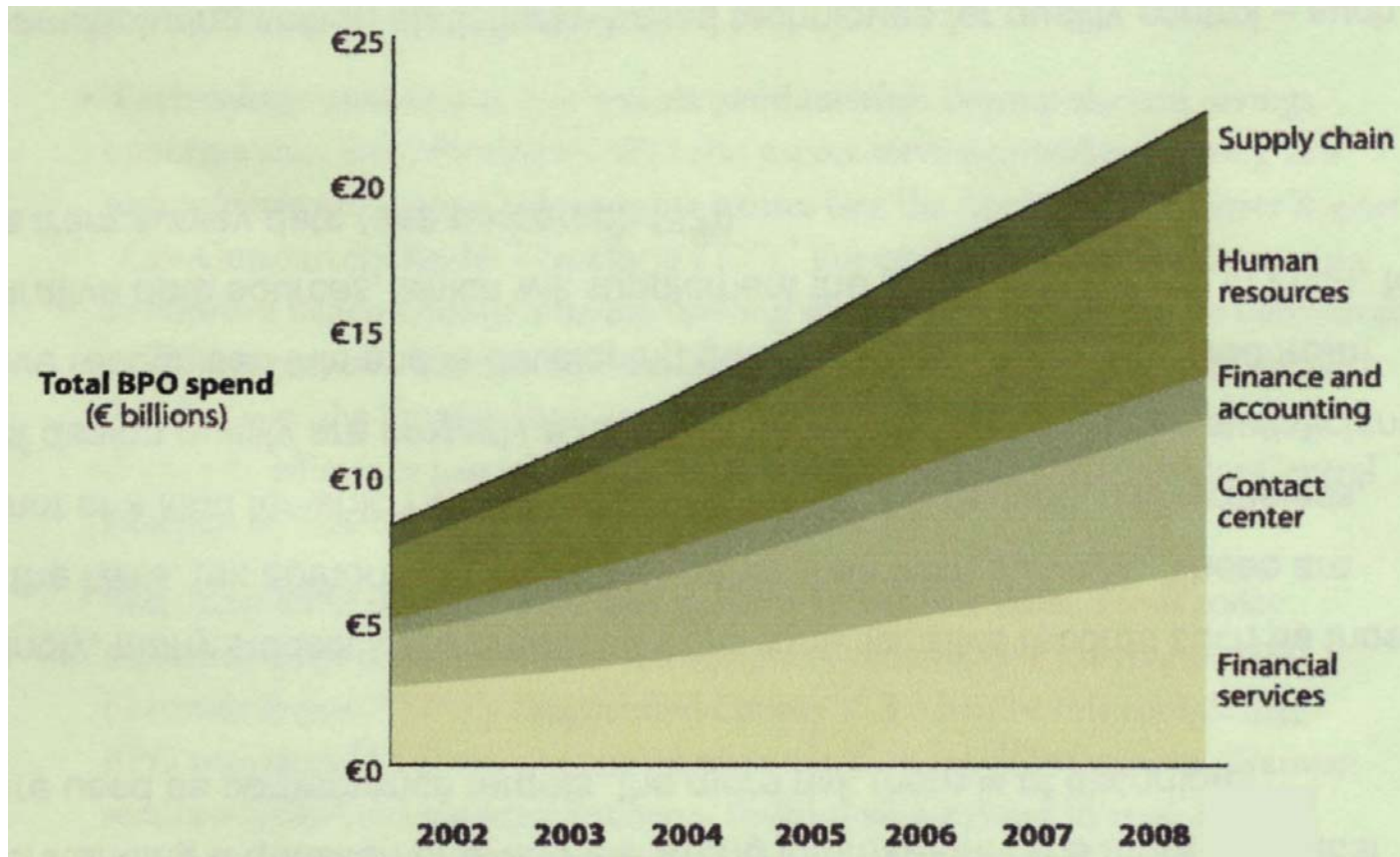
Facilities management

- HR benefits
- Other HR (eg records)
- Procurement
- Product development
- IT help desk
- IT operations
- Cheque processing
- Credit rating
- Translation
- Medical records



The market

Forecast European BPO spending



Source: Forrester Research 2003





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Why?



- Cost
- Standardisation
- Change
- World class service
- ITC transformation



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Example providers

- Accenture
- ACS
- Atos Origin
- Bearing Point
- CapGemini
- Convergys
- EDS
- GECIS (ex GE shared services)
- GFI Informatique
- Hewitt
- HP
- IBM
- Infosys
- Liberata
- LogicaCMG Mellon
- Outsourced Partners International
- Perot systems
- Satyam computer services
- Tata computer services
- Wipro
- WNS Global Services (ex BA shared services)
- Xansa



Observations



- **S/S > O/S > O/S**
- **Outsourced doesn't mean unimportant**
- **Perceptions & expectations rule**
- **Both sides of the deal must manage risk**
- **Reliability wins over cutting edge**
- **Trust is the foundation of all deals**
- **Without trust you drown in detail and debate - the lawyers get rich**
- **Work at the relationship –**
- **It's like a marriage – C³**
- **Remember that it may not last for ever**





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The future is here



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Focus of the debate

1. Have most developing countries missed the opportunity to participate in the BPO market, or do realistic opportunities continue to exist for the new entrant?
2. How does the strategy-maker confirm where the country's capabilities lie and determine what the focus of the "national BPO offer" should be? What country-specific examples represent a good "national BPO offer"?
3. What are the key components of a strategy for developing the BPO sub-sector?

