



# BUSINESS PROCESS OUTSOURCING



## WHY BPO HAS SUCCEEDED

The Economics of Return on Investment (ROI) has far outweighed the maintenance of managing non-value add services in-house. In today's competitive global marketplace organizations need to focus more on your core competencies and reduce recurring costs to remain profitability. Business Process Outsourcing has helped organizations to succeed by achieving higher levels of productivity and margins. Some of the potential merits of BPO are:

- Non-value added processes can be driven out thereby organizations can re-configure and re-orient their business model and by taking advantage of outsourcing. Taking non-value add processes out of their business strategy can surely bolster their returns.
- Reduce ownership of physical assets and concentrate on branding thus creating a new niche within the operating marketplace and beyond. This also results in fewer dollars spent on capital investments.
- Organizations can focus on their core businesses that generate revenues and carve out long term strategic curriculums for business success.
- Improve Competitive Advantage through dramatic reduction in up-front capital costs in human resources, finance and accounting.

## CADRE'S 360° BPO FRAMEWORK

We at Cadre assist you with just that! Over the years, we have developed our own BPO framework that we feel is best suited in any environment across any industry with any technology platforms. We have tried to adhere to this framework though occasionally we have to 'think out-of-the-box' to achieve our client's objectives.

### BUSINESS PROCESS MODELING ENVIRONMENT

At Cadre we take business centric paradigms versus employing a technology based models to develop semantics of the processes conceptualized. Our business analysts translate and map out meta models before marshalling the technology component.

### BUSINESS PROCESS MANAGEMENT

Through the commanding lenses of BPM, we document the processes, systems, applications, interfaces and services down to its granular level. With BPM systems, all applications and procedures are automatically exposed and organized, forming a rich palette of reusable business processes.

### CONCEPTUALIZATION OF OPERATING & WORK-FLOW MODELS

This is what we call the 'Establishing' phase. We design set of strategies and outline priorities, establish action teams to plan actions. At this level, preferably, more than one operating models are devised and take in account various permutations – combinations to come up with the best business solution per our client's business plan.



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## BUSINESS PROCESS OPTIMIZATION

In the Optimization Phase of our framework, we formalize the process and refining the final operating model, sync up all the processes together, make sure that the application being developed will be scalable in future, draft out the system requirements and designing parameters and constraints if any.

## SYSTEM INTEGRATION

This phase of our framework provides visibility into the software and system integration. Our system analyst charters out the software functionality and evaluation documents. Software Quality Plans are also created at this stage. We delve into the issues that can cause potential deterrence in the implementations.

## QUALITY ASSURANCE

Prior to deployment to the production environment we at Cadre perform a stringent load stress and performance tests for optimizing application performance, scalability, reliability and functional integrity. With the use of specialized tools, our QA team can foresee 'Rupture Points' in the application or infrastructure. We feel that inept and poor QA leads to outsourcing failures.

## DEPLOYMENT

The Deployment phases moves the application from the 'Staging' Area to Production Servers. Stringent procedural protocols are followed for deployment to Production. Application Implementation and Application Stabilization form the core. Other services include End User Testing, On-Going Support, Post Implementations Queries and Retrofits.

