

BUSINESS PROCESS OUTSOURCING

— BENCHMARKING SURVEY —

THIS SURVEY EXAMINES THE BIGGEST CHALLENGES
AND OPPORTUNITIES FOR BPO GROWTH.

BIGGEST BPO OPPORTUNITIES

2016-2017



WHAT DO YOU SEE AS THE BIGGEST CHALLENGES
FOR BPO GROWTH IN 2016 & 2017?



#1
INCREASED
LABOR COSTS



#2
CUSTOMER
EXPECTATIONS



#3
INCREASED
COMPETITION



#4
FINDING NEW
CUSTOMERS

WHAT PERCENTAGE OF YOUR TOP PROJECTS
INCLUDE PROCESSING HANDWRITTEN DOCUMENTS?

OVER

3/4 OF RESPONDENTS SAID



PROCESSING HANDWRITTEN
DOCUMENTS TYPICALLY
ACCOUNTS FOR 10 TO
50 PERCENT OF THEIR PROJECTS