BUSINESS PROCESS OUTSOURCING

-BENCHMARKING SURVEY-

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

BIGGEST BPO OPPORTUNITIES

2016-2017

PROCESSING
HIGHER VOLUMES
OF DOCUMENTS

FINDING NEW CUSTOMERS

#2
IMPROVING
TECHNOLOGY
USE TO REDUCE
LABOR COSTS

#1EXPANDING DOCUMENT
TYPES TO SUPPORT
NEW SERVICES

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



#1 INCREASED LABOR COSTS



#2 CUSTOMER EXPECTATIONS



#3
INCREASED
COMPETITION

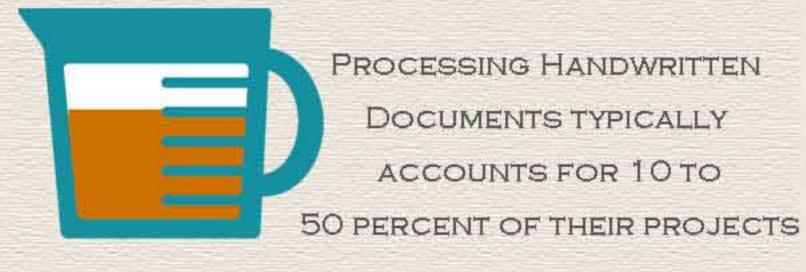


#4
FINDING NEW
CUSTOMERS

WHAT PERCENTAGE OF YOUR TOP PROJECTS INCLUDE PROCESSING HANDWRITTEN DOCUMENTS?

OVER

3/4 OF RESPONDENTS SAID



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