

THE LATEST & GREATEST IN THE WORLD OF BPO

The industry of business process outsourcing (BPO) has undergone significant shifts in recent turbulent years – with the global market forecast to hit over 512 billion USD by 2023.

Here are some top trends to consider in order to keep up with new transformative expectations and strategic opportunities.

01 CHOOSING ELASTICITY



As recent events like supply chain disruptions exposed the inflexibility of traditional models, companies are **shifting away from cost-focus to elasticity – right-sourcing, digitization, and resilience.**

02 GOING GREEN, GREEN, GREEN



Pressured to reduce the environmental impact of their supply chain, companies are looking for BPOs with **visible eco strategies and a showcased commitment to sustainability and social responsibility.**



03 EMBRACING AUTOMATION



Companies must **maximize and leverage robotic process automation and digital transformation** for business optimization. This includes identifying the best processes for automation and tools for measuring consistency.

04 KEEPING CONTROL ISSUES IN CHECK



Companies need to balance control and risk management – so despite wanting full control over operations, **they should prioritize stellar transparency and partnership with BPO providers, along with their valuable expertise.**



05 EARNING LOYALTY



Today's brands need to empower employees with stimulating work, which comes from automating mindless tasks – thus **earning genuine employee loyalty, true ownership of their work, and retention.**

06 GETTING DATA (BUT WITH VALUE)



Despite collecting a lot of data, companies fail to fully extract its insights and value. Game-changing AI technology is available – **but companies must prioritize inhouse data expertise and a targeted data strategy to gain business value from data.**



07 SEEING THE BIG PICTURE



Bottom-lines and baselines are important, but a too-narrow focus on ROI and performance metrics leaves BPO providers challenged to truly align with company values and better processes. **Outsourcing is more than a financial transaction.** In order to improve outsourced processes and stay ahead of the curve, BPO providers must incorporate brand values into contracts and SLAS and reach beyond a narrowed focus on the bottom line.



Learn how NICE can help BPOs keep up with trends in the outsourcing space for exceptional customer experience.