

¿Para qué contratar servicios de outsourcing?

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Conceptos

– Qué es Outsourcing?

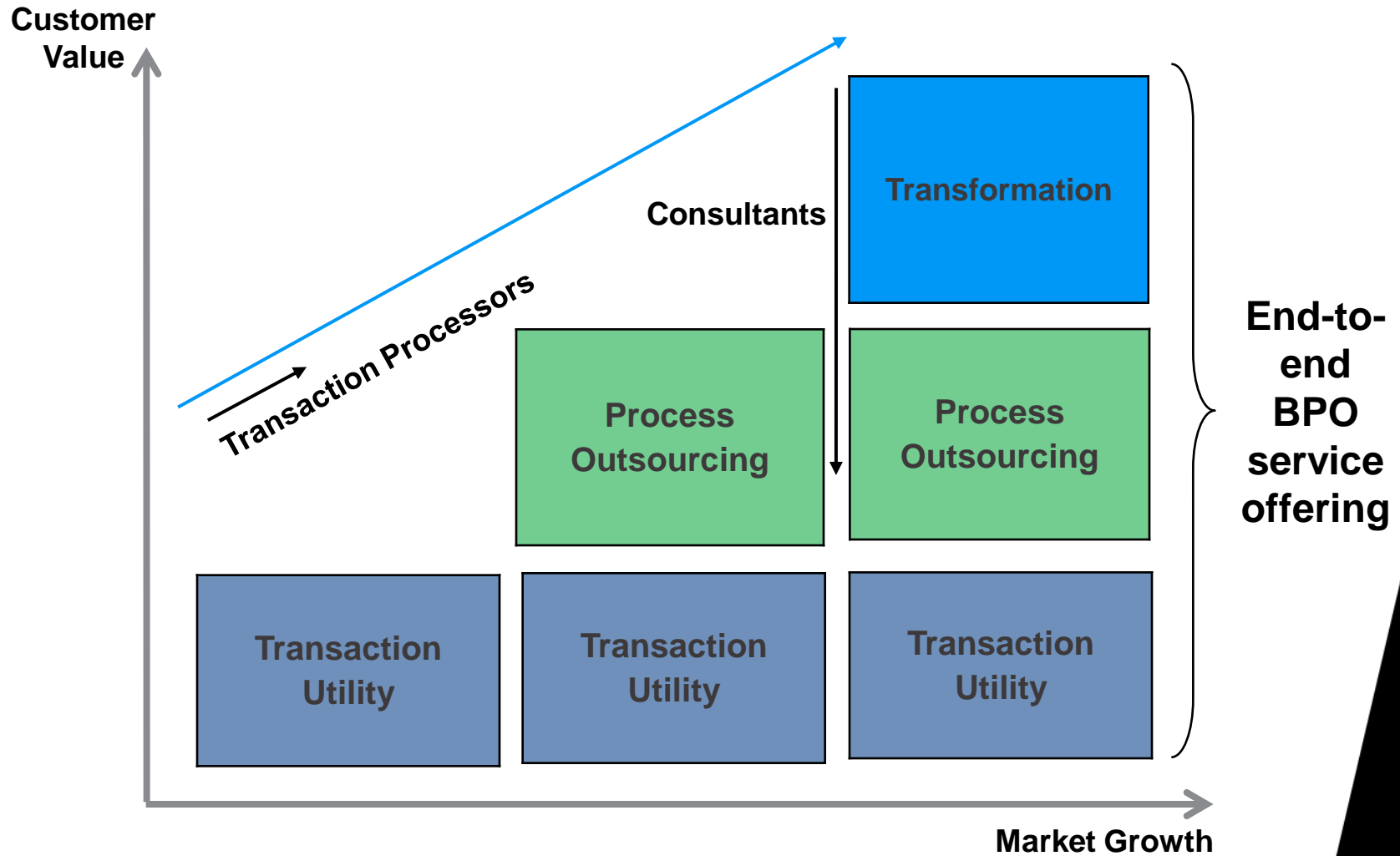
- La delegación total o parcial de un proceso interno de la empresa a un especialista contratado
- Subcontratación, también llamado tercerización o externalización, es el proceso en el cual una empresa mueve o destina los recursos orientados a cumplir ciertas tareas, a una empresa externa especializada. Para ello, pueden contratar solo al personal, en cuyo caso los recursos los aportará el cliente (instalaciones, hardware y software), o contratar tanto el personal como los recursos.

– Qué es Business Process Outsourcing?

- Potencializa al outsourcing como herramienta de gestión. Su objetivo es la redefinición radical de los procesos de negocios con el fin de alcanzar resultados que superen por completo a los que se obtendrían simplemente recortando costos.

Es un proceso en el que los cambios producidos por el outsourcing se llevan más allá gracias al enfoque del BPO en el cual el proveedor no solamente asume la responsabilidad de una parte o del proceso de la organización que lo contrata, sino que también aplica una reingeniería sobre la forma en que esa función o proceso es llevada a cabo. Puede incluir la adquisición de una nueva tecnología que acompañe el desarrollo del proceso y le agregue valor como tal.

BPO Market Evolution



Transformational services dominate



BPO Addresses Critical Client Challenges

Productivity	Innovation
Automation	Agility and speed
Standardization/Best Practices	Industry insight, domain expertise
Global Network/Always-On	New products and services
Security	Growth
Information protection/data privacy	Sustained profitability
Identity and access management	Client retention/client recruitment
Secure information at the edge	Market expansion



Better Business Outcomes

– Customer Drivers

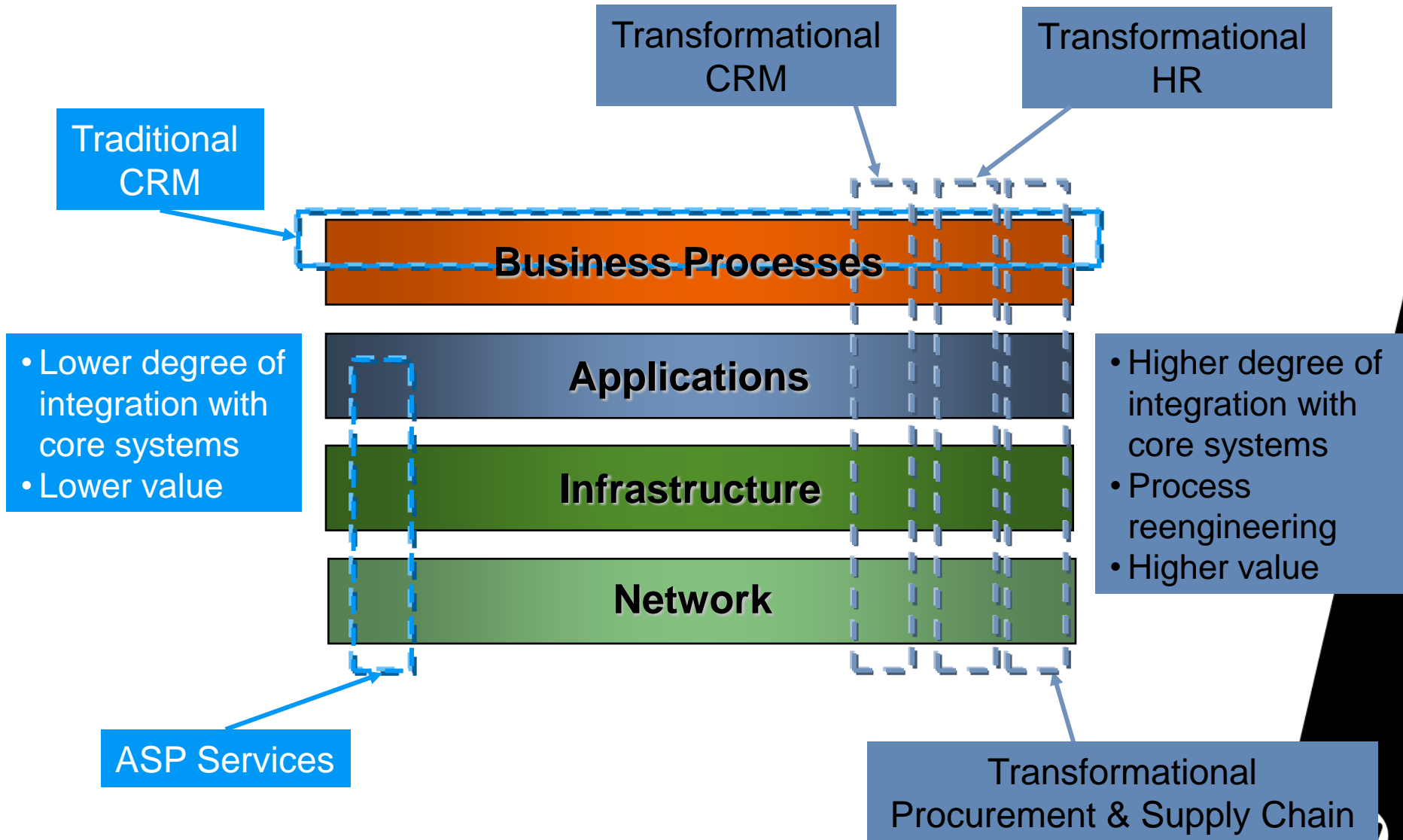
- Optimize and streamline operations and reduce costs
- Minimize investments in non-core activities
- Ensure regulatory compliance and risk mitigation
- Continually innovate and differentiate themselves in the marketplace
- Grow revenue
- Accelerate business responsiveness
- Achieve process standardization and harmonization
- Instill quality to enhance competitiveness

– Customer Value

- Typical 30% cost reductions, improved quality
- Speed, flexibility, scale
- Accountability
- Global delivery operations and platforms
- Safe pair of hands

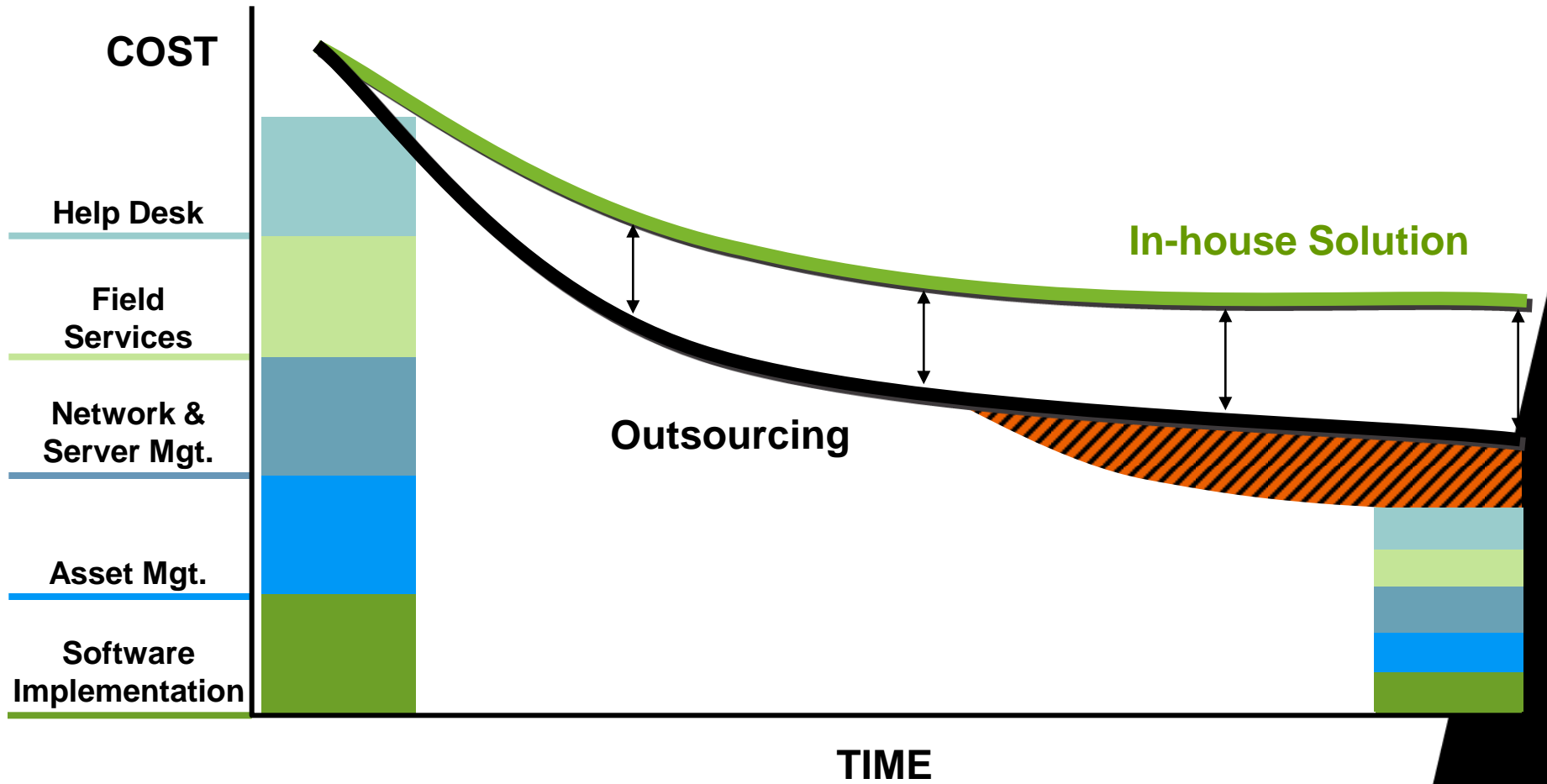


Higher Value BPO



Cost Leadership: Riding the Curve

ILLUSTRATIVE

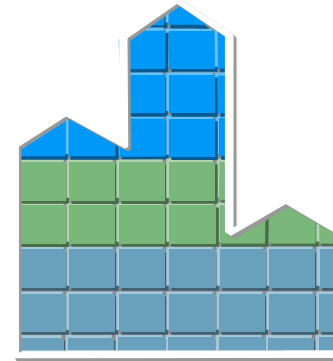


Asset Utilization: Transforming Delivery Model

Old Solution Model



New Solution Model



– Customized Approach

- Built to client specs from “scratch”
- One-off solutions; different each time
- Labor-intensive, expensive

– Approach Based on Standards

- 80% pre-built/20% customized
- Highly leveraged solutions
- More cost-competitive



ITO Components



Apps Components



BPO Components

BPO new approach

- Desinversiones Estratégicas
- Joint Ventures
- Outsourcing en áreas estratégicas del negocio
- Visión de Procesos de Negocio que cruzan áreas funcionales
- Empresas de Servicio cuya cadena de valor integran a varios outsourcing

BPO Service Delivery Principles

- Lean in
- Client first
- Keep it simple
- Manage exceptions
- Abstain, prevent, mitigate
- Eliminate, migrate, automate, innovate
- If not you, then who? If not now, then when?
- Deliver on commitments, commit to what you can deliver



BPO Point of View by Industry



HP BPO for Financial Services Industry

HP is a global player in financial process outsourcing

BPO for Financial Services is precisely tuned to help large volume, complex, FSI companies grow revenue, improve operational efficiency, mitigate customer churn, and increase cost savings.

Challenges

Grow Revenue

Improve Operational Efficiency

Mitigate Customer Churn

Increase Cost Savings

BPO Benefits

- Improve customer loyalty (return customers)
- Use CRM tools to increase share of wallet

- Manage costs/margins
- Technologies to optimize inventory, staff and productivity

- Personalization
- Enhance the customer intimacy/experience
- Customer focused service

- Increase capacity utilization by using shared services
- Apply strategic sourcing
- Lower cost/transaction

HP Offerings

- Card Processing
- Insurance Services
- Payment Services
- Credit Processing
- Consumer Direct
- Contact Center Outsourcing
- CRM Managed Services
- Document Processing
- Finance & Admin
- Payroll
- HR Services

HP Qualifications

- Nine of the top 10 global financial services firms signed active contracts with HP within the last decade
- World's third-largest third-party bank credit card processor and third-largest merchant acquirer processor
- HP annually services over 23 million, secured and unsecured loans
- HP provides services and systems for more than 13 million insurance policyholders
- HP produces 320 million financial statements annually



HP BPO for Government

HP is ranked #2 globally within Government IT Services

As a global player at national, state, and local level BPO services, HP provides end-to-end, BPO for Government tuned precisely to contain costs, avoid costs, and generate and maximize revenue for federal and state and local governmental agencies.

Challenges

BPO Benefits

HP Offerings

HP Qualifications

Rapid and Effective Delivery of Welfare and Social Services

- Improved eligibility management
- Proactive service

Efficient Tax and Revenue Management

- Client focus
- Improved service delivery
- Cross agency data integration

Service Delivery & Internal Operations Transformation

- New technologies to optimize inventory, staff and productivity
- Process innovation and streamlining

Cost Containment and Revenue Maximization

- Increase capacity utilization by using shared services
- Apply strategic sourcing
- Lower cost/transaction

- Government Healthcare BPO
- Card Processing
- Insurance Services
- Payment Services
- Consumer Direct

- Contact Center Outsourcing
- Consumer Direct
- Credit Services
- CRM Managed Services
- Document Processing
- Finance & Admin
- HR Services
- Payroll

- HP has more than 200 government accounts in the United States
- HP has 135,550 employees, operating in 64 countries delivering unparalleled services to more than 5,000 businesses and governments clients worldwide
- Approximately 13 percent of employees in U.S. Public Sector have military experience
- HP serves as Europe's largest provider of non-financial smart cards, with currently 4 million active cards for UK Govt agency



HP BPO for Transportation

HP is ranked #2 in Transportation IT Services

We combine domain-specific experience with a global, multilingual scale and reach. Our Services are delivered on a world-class leveraged and reliable platform capable of meeting exceptional process, security, and regulatory demands.

Challenges

Increase Top Line Growth

Conserve Capital/
Reduce Overall Costs

Maintain Customer Service

Innovation

BPO Benefits

- Improve customer loyalty (return customers)
- Use CRM tools to increase share of wallet

- Increase capacity utilization by using shared services
- Apply strategic sourcing
- Lower cost/transaction

- Maintain customer support while reducing costs

- Leverage best practices gleaned from serving multiple clients in multiple industries

HP Offerings

- Consumer Direct
- Contact Center Outsourcing
- CRM Managed Services
- Document Processing
- Finance & Admin
- Payroll
- HR Services

HP Qualifications

- HP serves 109 domestic and international air carriers - more than any other IT services provider
- HP processes 500 million travel reservation transactions annually
- HP has a patent pending on an Improved Travel Record Creation system using Business Intelligence



GRACIAS

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