

Nine Keys To World Class Business Process Outsourcing

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Nine Keys to World-Class Business Process Outsourcing ...

In Nine Keys, readers will find the practical advice to make the transformation a reality.” – Eric Simonson, Managing Partner of Research, Everest Group “Lacity and Willcocks provide insights from the trenches about how to launch and sustain world-class outsourcing relationships to achieve world-class outsourcing performance.

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The authors provide case illustrations and examples throughout of how world-class practices were generated and evolved, and how they can be applied to real life settings and problem areas. Business Process Outsourcing (BPO)-the sourcing of business services through external third parties- is a global phenomenon, which generated nearly \$300 ...

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In a time when organizations are seeking additional value from outsourcing, Nine Keys to World-Class Business Process Outsourcing provides a much-needed road map to making BPO relationships more Both buyers of outsourcing services and their service providers need to take these lessons seriously - change is required.

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