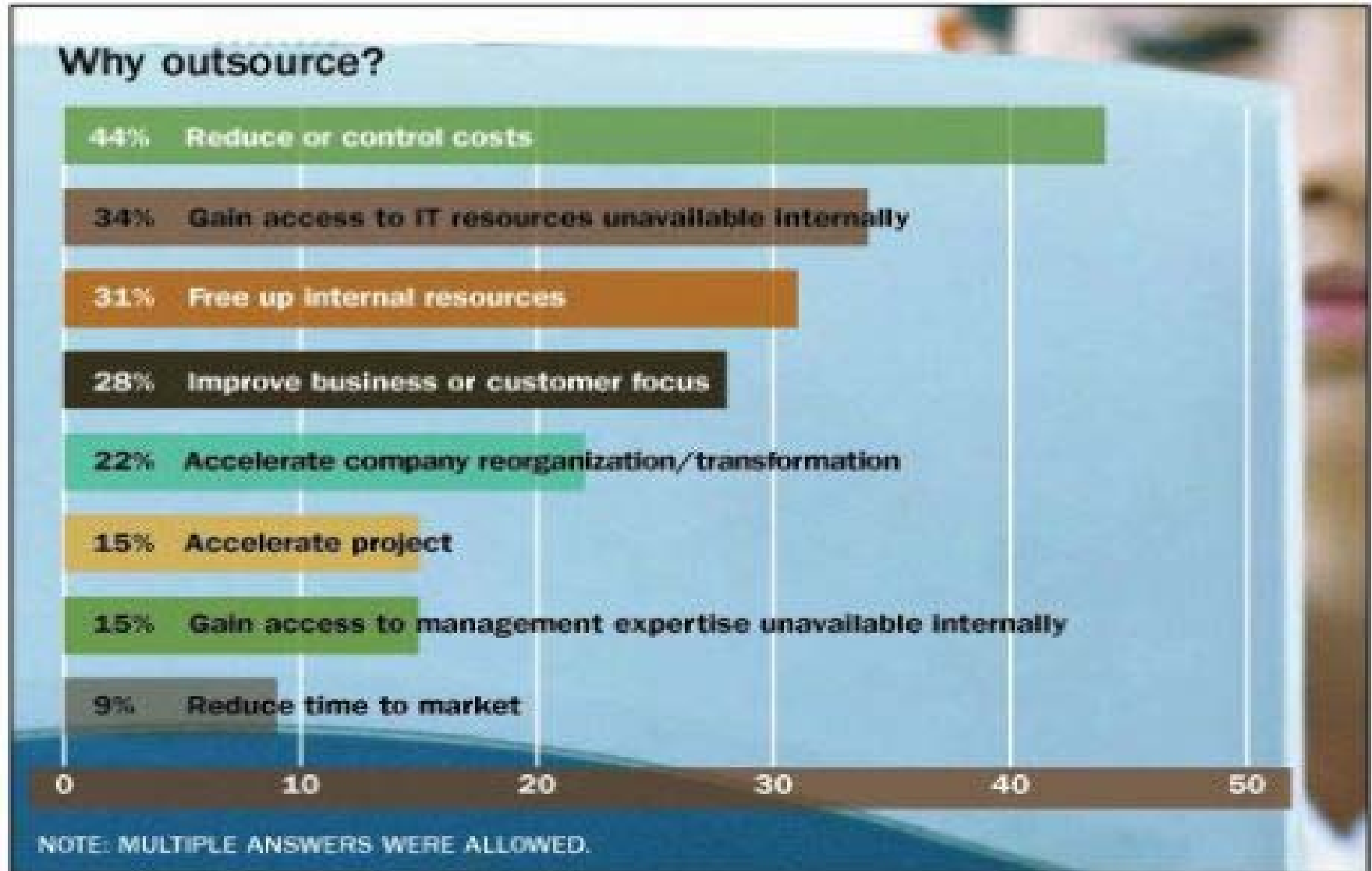


ข้อคิดเห็นและประสบการณ์ในการทำงานร่วมกับ
หน่วยงานของรัฐ

**Experience in working with
government department**

Why Outsource ?

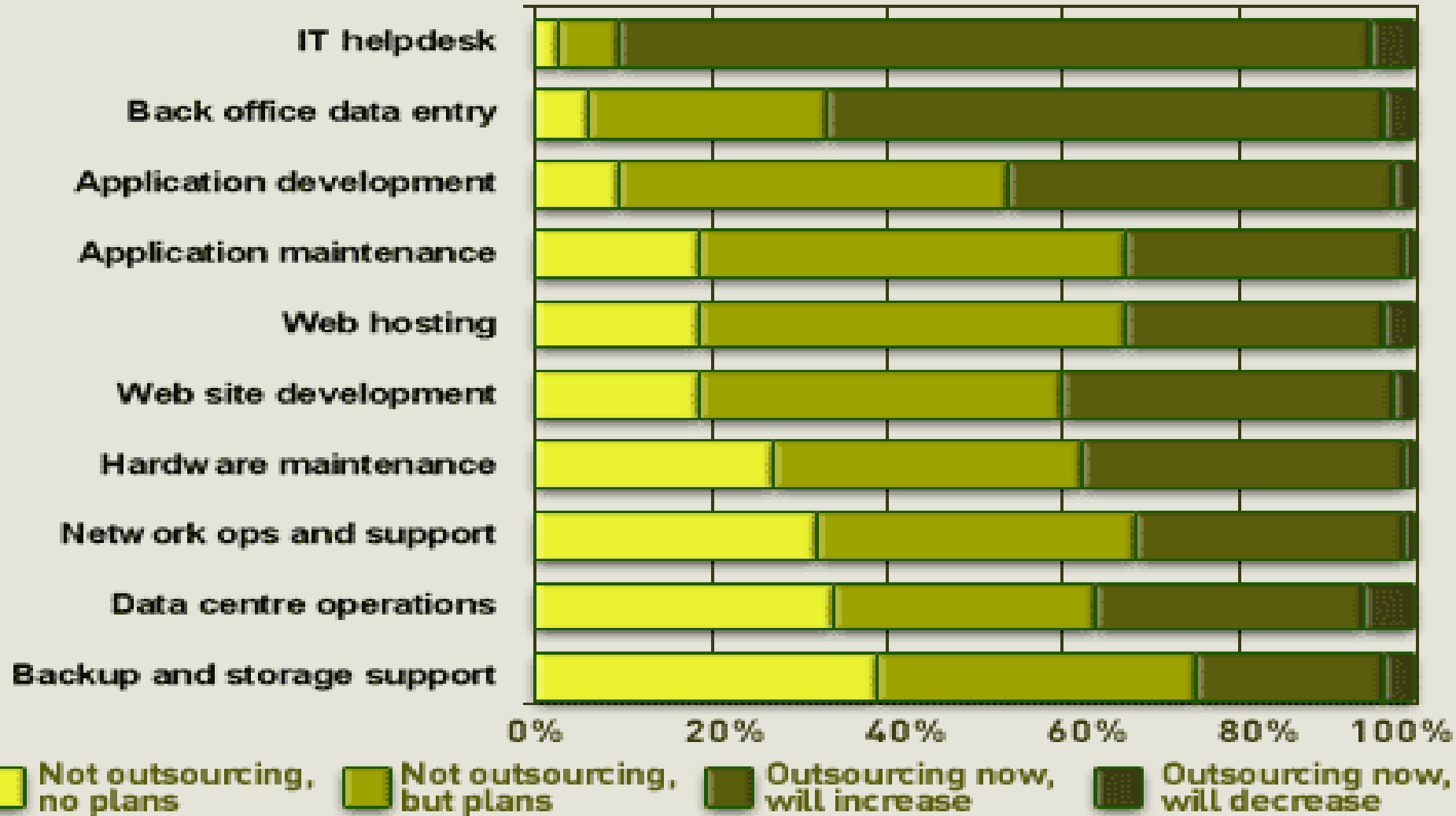
FIGURE 5: WHY OUTSOURCE



SOURCE: 2006 DATA CENTER OUTSOURCING SURVEY BY ENTERPRISE SYSTEMS (ESJ.COM) AND SOURCINGMAG.COM.

Usage of Outsourcing

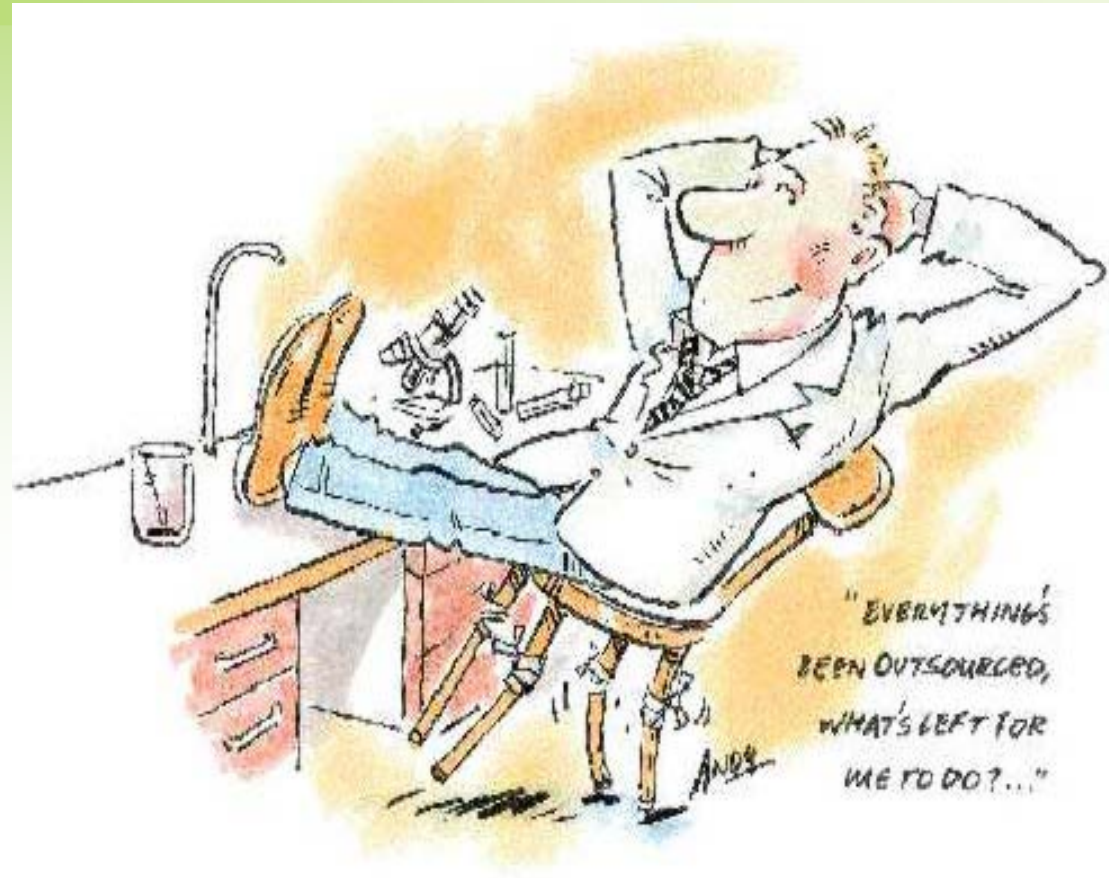
Usage of Outsourcing



Source: ZDNet Asia SMB IT Priorities Survey 2006/07

Outsource Approaches





Everything's been outsourced,
What's left for me to do ?...

Who is the outsourcer ?





Who is the most well known
outsourcer ?

Who is the most well known outsourcer ?

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ข่าวด่วนธุรกิจ : 21 จุด --- ดัชนีจากการค้าคอมพิวเตอร์ ปิดตลาด 2,830.17 บวก 3.33 จุด --- ดัชนีستهรทไทย หุ่นสิงคโปร ปิดตลาด

การเมือง

วันที่ 1 มีนาคม 2552 14:40

จับแก๊งคอลเซ็นเตอร์หลอกคืนภาษีผ่าน ATM

โดย : กรุงเทพธุรกิจออนไลน์



ภาพประกอบข่าว

- BPO is a form of outsourcing that involves the contracting of the operations and responsibilities of specific business functions (or processes) to a third-party service provider.
- Most services provided by BPO vendors are offered on a fee-for-service basis.





BPO increases the flexibility of organizations

1. Flexible by transforming fixed costs into variable costs.
 - Don't worry about capacity planning and capacity changing.
 - Reduce up front investment on people and asset for nationwide services.
 - Efficient resource Management.
 - Reduce time to market of new services or new processes.
2. Business focus on core competency. Reduce head count.
3. Increasing the speed of business processes.
4. High services quality.
5. Predictable support.
6. Handling future needs of the customer.
7. Flexibility is seen. It's creative and it does not stick with bureaucratic framework.



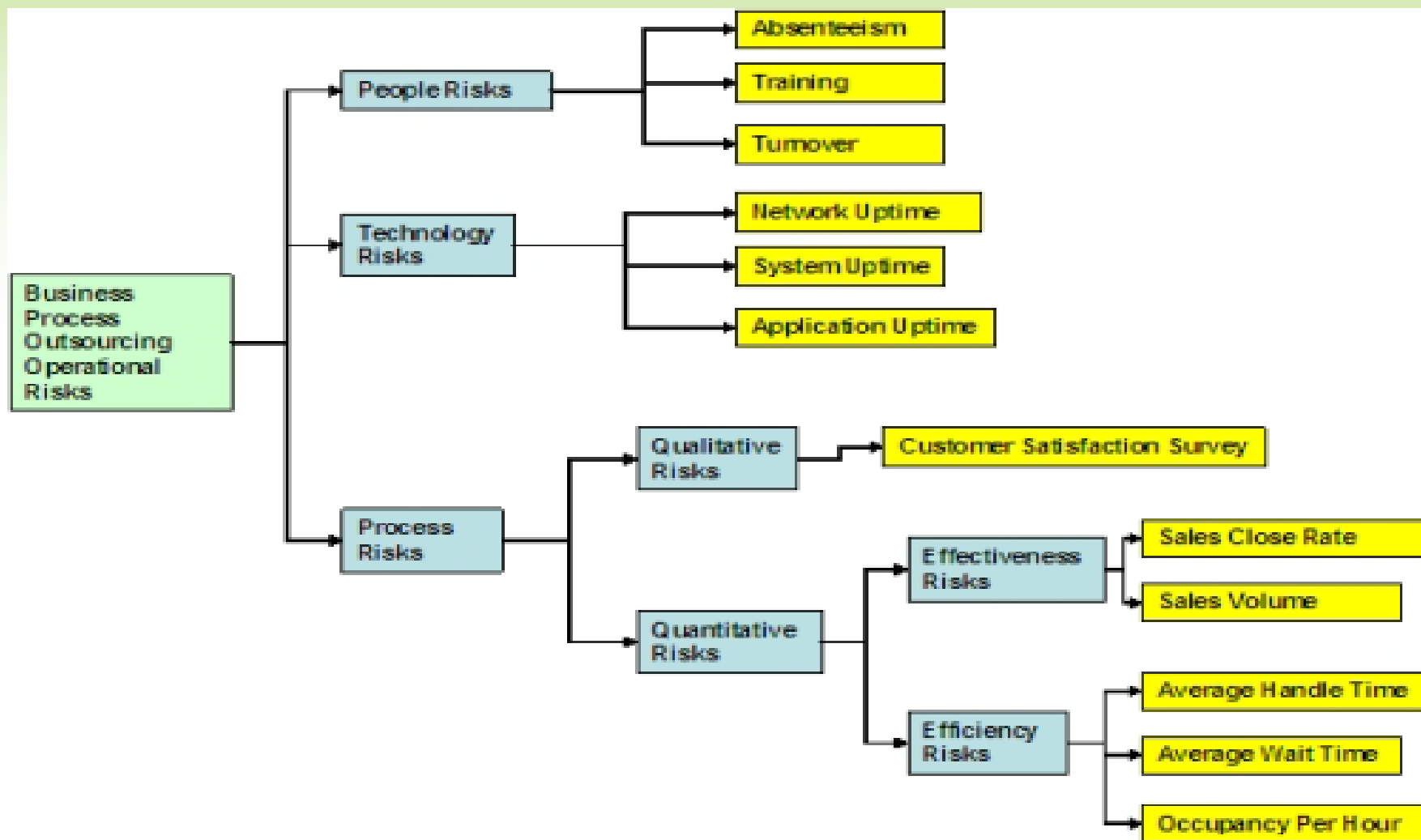
Problems arise in practice

1. A failure to meet service levels agreement (SLA).
2. Unclear contractual issues.
3. Unclear business processes, business rules and scope of work (SOW).
 - Roles and responsibilities depend on judgment of division head.
 - Un-consistency processes depend on judgment of division head.
4. Changing requirements.
5. Unforeseen charges.
6. Teaming or employee.
7. Need IT person to handle the system after end of contract.
8. Currently hardware specification does not compile with TOR which has been written in x years ago.
9. Still working in crisis situation.
10. Clumsy bureaucratic protocol.



- Risk is the major drawback with Business Process Outsourcing

BPO Risks Framework





Q&A