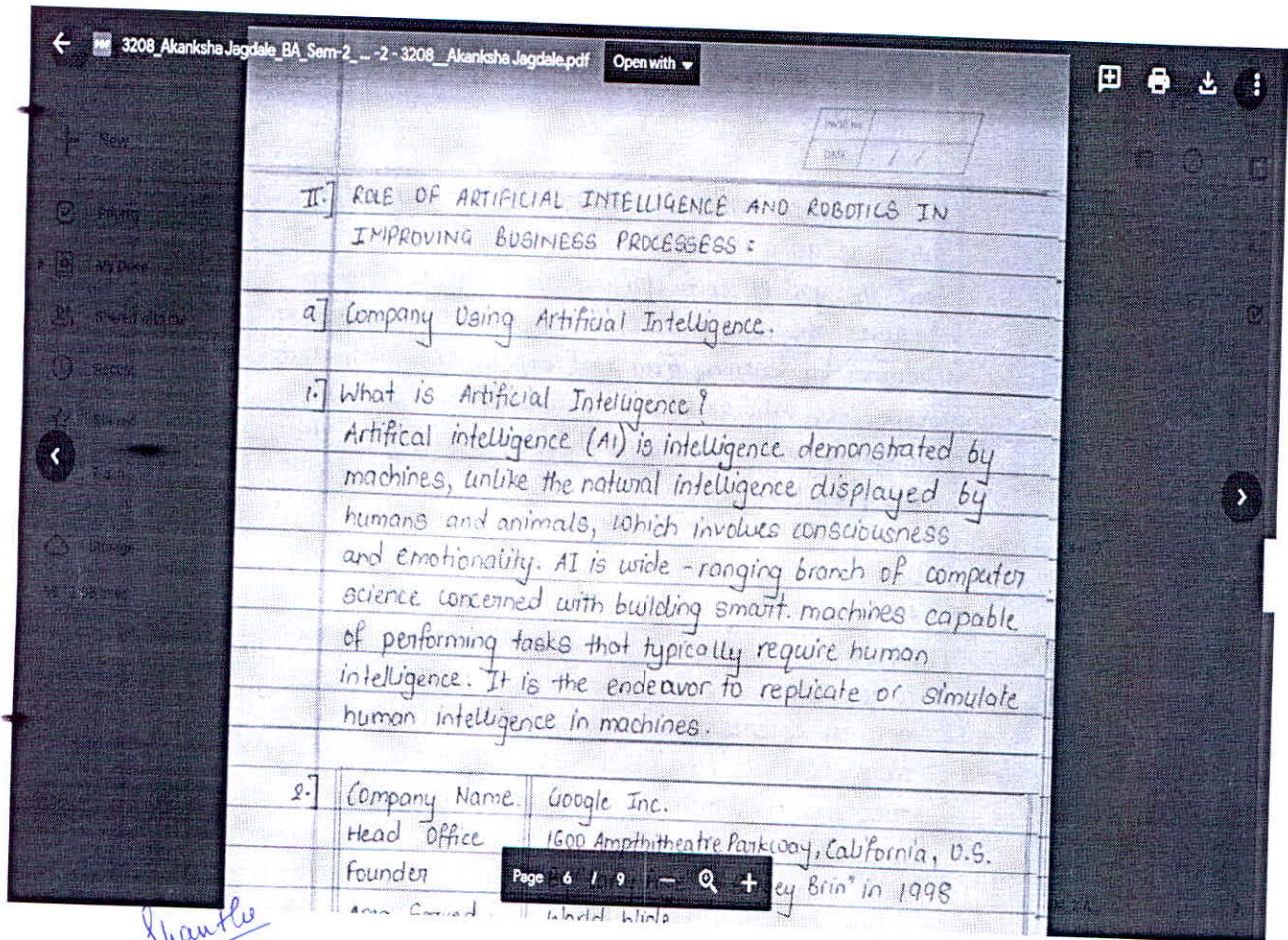
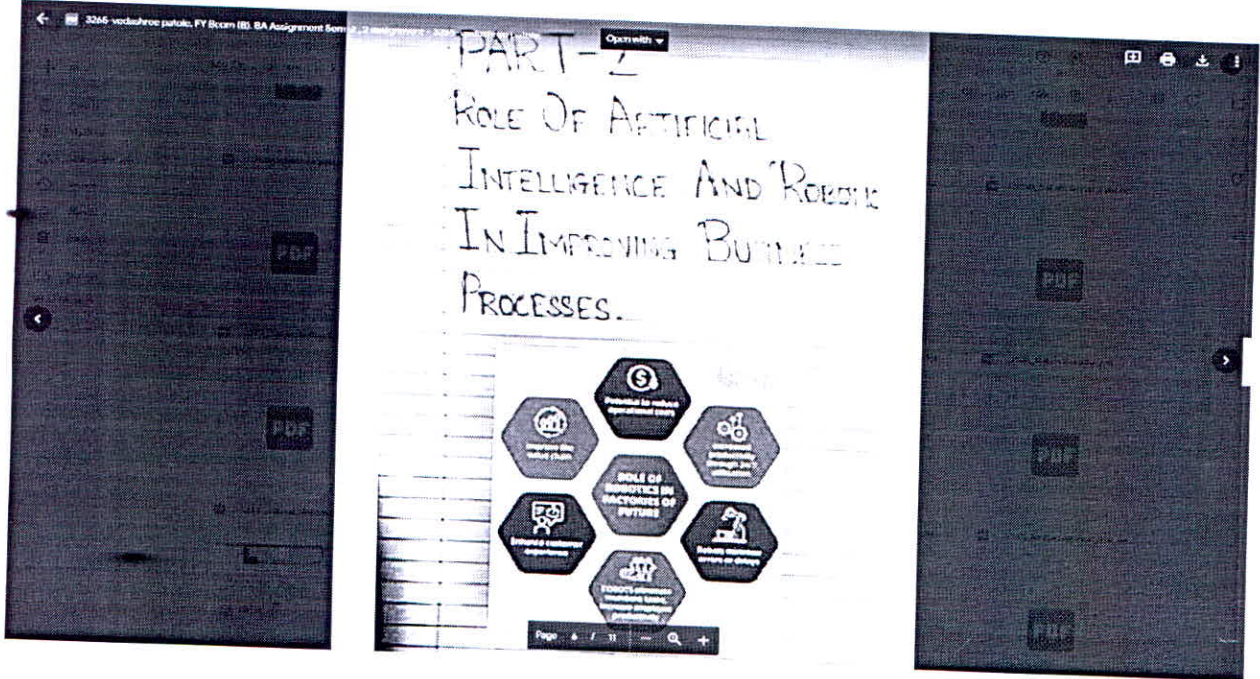
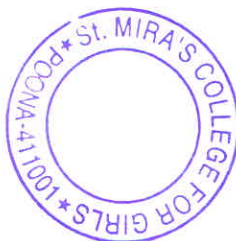


Unit 4: Analysis of Role of Technology in Improving Business Processes: Analytical & Report Writing Skills



Asst. Prof. Shanthi Fernandes



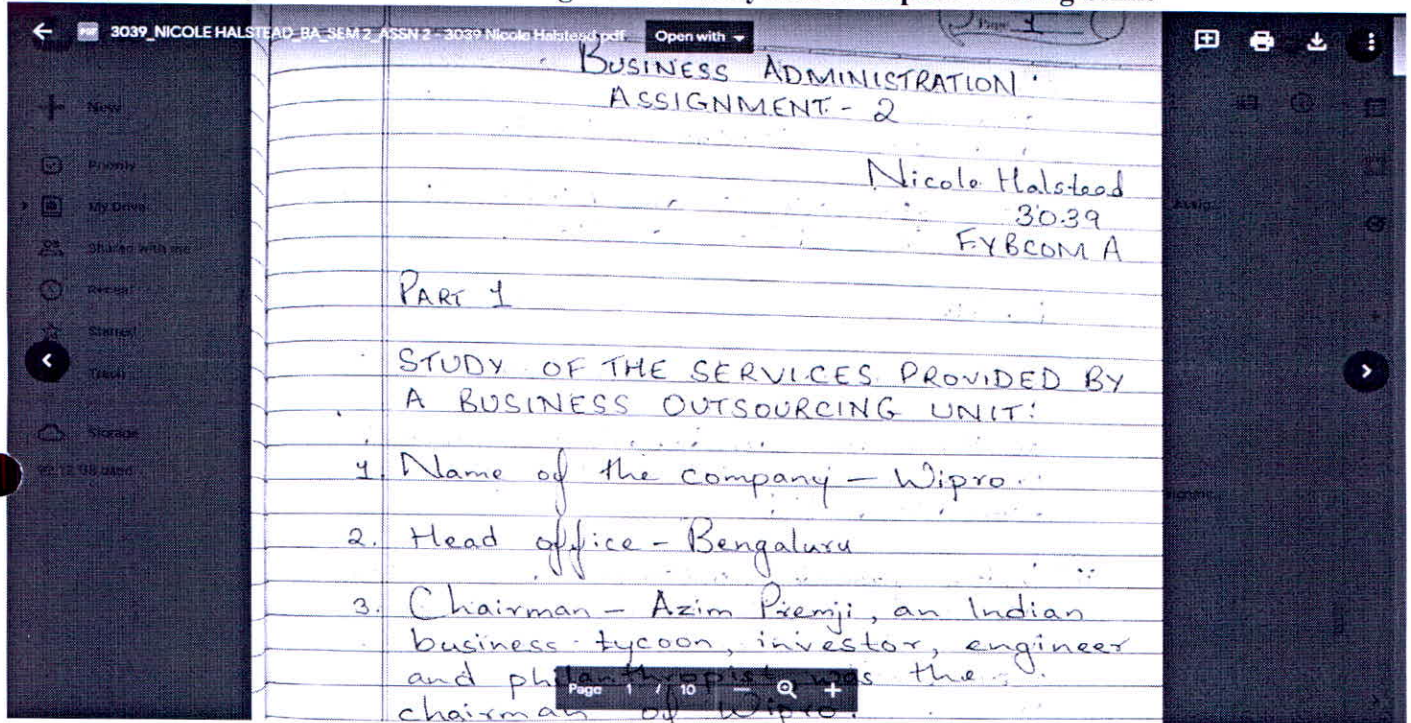
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B.Com.

Subject: BUSINESS ADMINISTRATION  
Semester: II (AC 22008)  
Year: 2020-21

Unit 3 Case Study- Business Outsourcing Units : Analytical & Report Writing Skills



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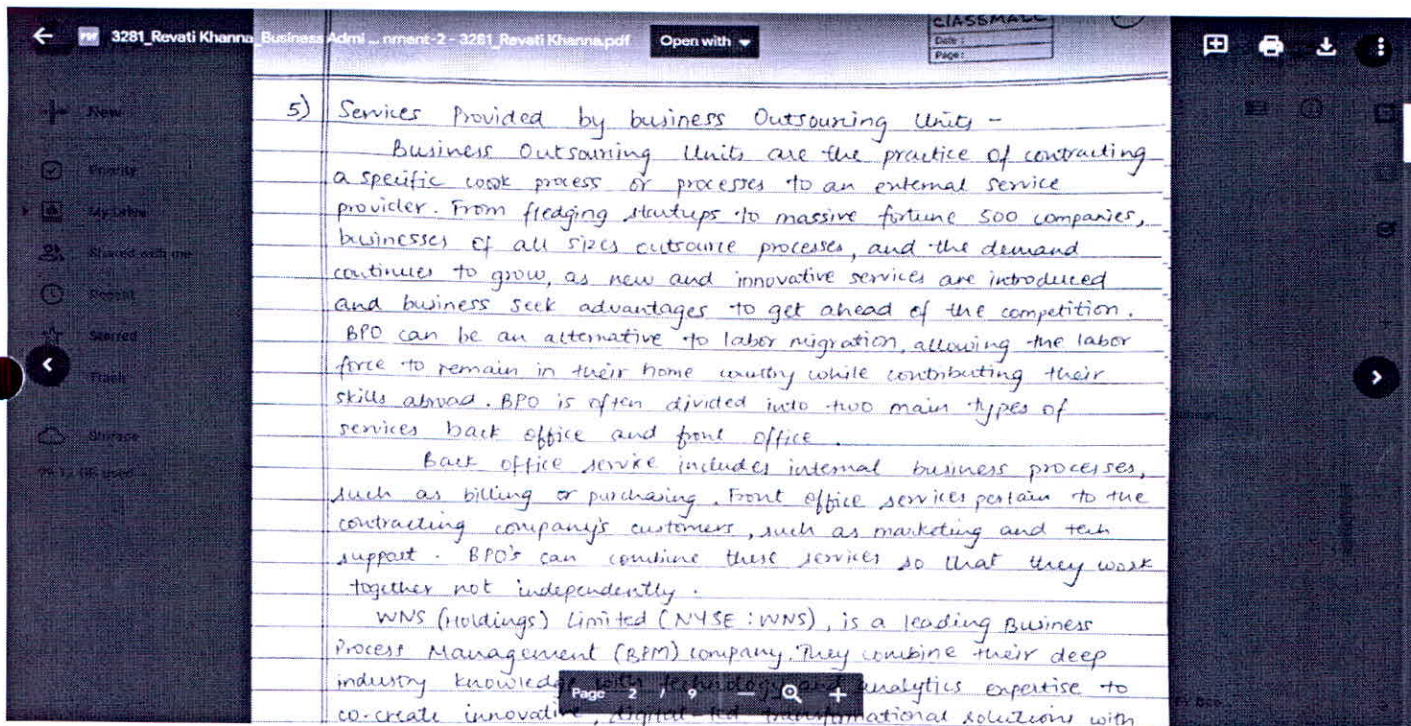
Nicole Halstead  
3039  
FYBCOM A

PART 1

STUDY OF THE SERVICES PROVIDED BY  
A BUSINESS OUTSOURCING UNIT:

1. Name of the company - Wipro.
2. Head office - Bengaluru
3. Chairman - Azim Premji, an Indian business tycoon, investor, engineer and philanthropist is the chairman of Wipro.

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5) Services Provided by business Outsourcing Units -


Business Outsourcing Units are the practice of contracting a specific work process or processes to an external service provider. From fledging startups to massive fortune 500 companies, businesses of all sizes outsource processes, and the demand continues to grow, as new and innovative services are introduced and business seek advantages to get ahead of the competition. BPO can be an alternative to labor migration, allowing the labor force to remain in their home country while contributing their skills abroad. BPO is often divided into two main types of services back office and front office.

Back office service includes internal business processes, such as billing or purchasing. Front office services pertain to the contracting company's customers, such as marketing and tech support. BPO's can combine these services so that they work together not independently.

WNS (Holdings) Limited (NYSE: WNS), is a leading Business Process Management (BPM) company. They combine their deep industry knowledge, digital technology and analytics expertise to co-create innovative, digital-led transformational solutions with

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employees  
BPO services provided by IBM →

- Procurement services
- HR services.
- Automation.
- customer care
- Finance transformation.
- Risk management
- Big data.

1) Procurement services →

Procurement and order services is where the company agrees to give service which is if the company has to give away hardware it can either give it on rent or on lease but if it is software then it is

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Continued---

*Shanthi*  
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*JR*  
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