



# **Business Process Outsourcing: The Competitive Advantage**

Rick L. Click, Thomas N. Duening

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#### **Business Process Outsourcing: The Competitive Advantage**

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**Business Process Outsourcing: The Competitive Advantage** Rick L. Click, Thomas N. Duening Business Process Outsourcing (BPO) is becoming the new revolution as company's of all sizes are seeking to take advantage of this source of competitive advantage.

This book provides a step-by-step approach to understanding the application of Business Process Outsourcing, assessing the BPO opportunity in the company, and then managing the transition to BPO. It serves as a guide to implementing BPO and as a reference source to solving the variety of issues that may arise during a BPO initiative. Each chapter features a case study, insight from a practitioner, focus on how BPO affects people, and ethical considerations.

- \* Discusses both the how and why of business process outsourcing with a straightforward "how to" approach.
- \* Provides managers with the tools to analyse the BPO opportunities for their own firms, as well as techniques and strategies for managing a BPO initiative.
- \* Empowers businesses of all sizes to take advantage of this all-encompassing business revolution.



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