

# Consulting Support For BPO Department 2022 (S)

**Media, Telecommunication &  
Technology**

## REGION

India

## CONSULTING SERVICES

Market assessment, new product conceptualization, new product design & features inputs

## CLIENT SITUATION

- The client engages with Avalon over an annual engagement encompassing consulting support for Business Outsourcing unit ranging from Program Management of key initiatives to End to End Process Mapping, Performance Management & Documentation
- Client also wanted to diversify their business into BPO services (from being an MPO player), for which process flow mapping & documentation needs to be done
- Performance Enhancement and Management System needs to be developed to measure the performance of the various products and Services
- Services to be offered in their BPO services need to be chalked out after studying the competition in the KSA market.

## OUR APPROACH

- The study has been done by leveraging on primary research, interacting with client team and analyzing client data for improving invoicing process
- Conducted interactions with the client team to understand the processes, performed analysis over client data to diagnose issues invoice stagnation, conducted detailed workshops with the client team to propose changes to be brought into the system in order to improve compliance and efficiency
- Review of BO existing processes, understanding key challenges and gaps associated with them, Development of detailed process flows, templates and mapping of key roles and responsibilities of various stakeholders
- Interacted with Service Delivery and Business Engagement teams to understand impediments of growth and recommended quick wins and long-term gain
- Carried out the tracking of various Strategy Roadmap Initiatives as part of the BO function on a weekly basis with various vertical directors

## OUR RECOMMENDATION/IMPACT

- Conducted an extensive diagnosis across various activities in the process, compliance to OLAs & SLAs & system readiness to understand underlying reasons for inefficiency
- Identified bottlenecks and designed /enhanced several processes to improve performance and Compliance
- Developed close to 30 processes
- Recommended a performance management framework to manage and measure the performance of various products & services
- Facilitating & owning the IAOP award application submission piece enabling STCS BO to participate in the 2023 Global Outsourcing Award lending credibility to their BPO business with clients
- Set up and program-managed all initiatives under IMO
- Monitored Projects billing and tracked / escalated issues week on week giving pivotal inputs to the PCSO team – Conducted COC analysis every month to provide clear visibility to Senior management on Financial progress of various projects. Imparted training to PCSO team and handed over this activity to the internal team.