



Risk Management in Offshore Business Process Outsourcing

Antti Kapanen

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Business Process Outsourcing (BPO) is an industry of rapid global growth and one of the most important concepts of contemporary corporate strategy. Companies of every size and kind are after the benefits offered by specialized service providers around the global marketplace: cost savings, process enhancements, improved strategic positioning and more. Yet, the success rate of BPO has been erratic at best. Many risks are attached to the complexity of transitioning complete business processes to third parties. What are the specialist competencies that ensure successful BPO? How do companies address risks related to organizational changes, vendor relationship management, cultural differences and information security? The author answers these and other questions by comprehensively discussing risk in BPO and providing a customized risk management framework for an offshore BPO environment. The book is intended for practitioners and learners to provide broad overview on the topic and is best accompanied by basic literature in the fields of BPO and risk management.



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