

## Business Process Outsourcing (BPO) Services

Today, many enterprises are looking beyond traditional IT outsourcing to Business Process Outsourcing (BPO) as the next logical step to maximize ROI. BPO involves outsourcing non-core business processes that are monitored and improved over time. A large number of firms (over 68% according to recent AMR Research) engage in Business Process Outsourcing. Some of the motivating factors as to why BPO is gaining ground are Factored Cost Advantage, Superior Competency, Utilization Improvement, Economy of Scale, Business Risk Mitigation, Fast Scalability etc.

At ZSL we enhance your company's business functions with professional talent and relevant expertise. It ensures replicating your 'Back Office' seamlessly through Phased methodology right from Analysis through Transition and Operation / Maintenance.

Our team consists of an apt combination of industry experts, subject matter experts and operational teams that will consult with you, provide support throughout the process, and assist you with your transition from Feasibility Study through Maintenance.

### ZSL Offers the following BPO Services:

- Customer Interaction Services
- Customer Services
- Telemarketing Services
- Technical Support Services
- IT Help Desk Services
- Finance & Accounting Services
- Payment Services
- Knowledge Services
- ePublishing Services
- Industry Administration Services
  - Insurance Processing
  - Mortgage Processing
- HR Processing Services
- Supply Chain Services



### Focus More on Strategic Initiatives

ZSL can help you free up capital and resources, and help you focus more on strategic initiatives. Some of the key drivers of our BPO Offerings are cost management, ability to vary service level according to customer demand etc. Also, your enterprise can leverage the best processes, solutions and systems with a smaller investment rather than having to create, manage and improve the process in-house.

## ZSL BPO Delivery Model:

### Strategise

Assess Existing Operations,  
Cost structures, Organization  
& Business

Evaluate & Optimize Options

Define Priorities and Core  
Strategies

Analyze Risks and Rewards

Define Data Security and IPR  
Policy

### Manage

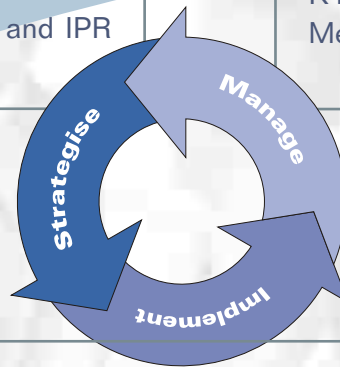
Management of Vendors,  
Quality and Timely Delivery

Training and Orientation

Reviews and Reporting

Identity Process Improvement  
Areas

Knowledge Transfer  
Mechanism



### Implement

Perform Due Diligence and Site visits, and sign SLAs

Develop Action Plans with Milestones, Timelines and priorities.

Define Risk Mitigation Measures & Change Management

Set up well-defined Process, Benchmarks and Quality measurements

Define Roles, Responsibilities, Deliverables and Incentives

Define Disaster Recovery and Business Continuity Plans

**Contact us** today at [sales@zslinc.com](mailto:sales@zslinc.com) or phone us at **732-549-9770** to discover how outsourcing your firm's business process tasks can help you move up the value chain in client services.



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