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Nota di contenuto	Essentials of Business Process Outsourcing; Contents; Preface; Acknowledgments; Chapter 1: The BPO Revolution; Chapter 2: Identifying and Selecting the BPO Opportunity; Chapter 3: Identifying and Managing the Costs of BPO; Chapter 4: Vendor Selection and Contracting; Chapter 5: Managing BPO-Related Change; Chapter 6: Infrastructure Considerations and Challenges; Chapter 7: Business Risks and Mitigation Strategies; Index;
Sommario/riassunto	This book will provide the fundamentals of business process outsourcing for the busy executive who needs to get up to speed. It will have such features as checklists, tips and techniques, and case studies. * Written in a user friendly style that allows senior level financial executives to get a solid foundation of what business process outsourcing is and how it can benefit their companies.