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Nota di contenuto	Business Process Outsourcing; contents; foreword; preface; acknowledgments; Part One: BPO Overview; Chapter 1: What Is So Revolutionary about BPO?; BPO: A SOCIO-TECHNICAL INNOVATION; DRIVING FACTORS; BPO TYPES; TO BPO OR NOT TO BPO? A STRATEGIC QUESTION; SUMMARY; Chapter 2: Who Is Using BPO and How?; SUCCESSFUL OFFSHORE OUTSOURCING; COMPETENCE CO-DEVELOPMENT OUTSOURCING; VARIABLE-PRICE OUTSOURCING; FIRST-TIME OUTSOURCING; REVERSE OUTSOURCING; BUSINESS TRANSFORMATION OUTSOURCING; UNSUCCESSFUL OFFSHORE OUTSOURCING; CONCLUSION; SUMMARY; Part Two: To BPO or Not to BPO? Chapter 3: Identify and Select the BPO Opportunity BPO PROJECT TEAM STRUCTURE; SIX-STEP PROCESS; STEP 1: ESTABLISH A BPO ANALYSIS TEAM; STEP 2: CONDUCT A CURRENT STATE ANALYSIS; STEP 3: IDENTIFY CORE AND NONCORE ACTIVITIES; STEP 4: IDENTIFY BPO OPPORTUNITIES; STEP 5: MODEL THE BPO PROJECT; STEP 6: DEVELOP AND PRESENT THE BUSINESS CASE; CONCLUSION; SUMMARY; Chapter 4: Identify and Manage the Costs of BPO; TOTAL COST MANAGEMENT; FINANCIAL COSTS; STRATEGIC COSTS; CONCLUSION; SUMMARY; Part

Three: BPO Vendor Selection; Chapter 5: Identify and Select a BPO Vendor; AN EIGHT-STEP PROCESS  
STEP 1: APPOINT A VENDOR SELECTION TEAM STEP 2: ESTABLISH QUALIFICATIONS; STEP 3: DEVELOP A LONG LIST; STEP 4: REQUEST FOR INFORMATION; STEP 5: REQUEST FOR PROPOSALS; STEP 6: EVALUATE THE PROPOSALS; STEP 7: SELECT A SHORT LIST; STEP 8: SELECT THE VENDOR; CONCLUSION; SUMMARY; Chapter 6: BPO Contracts; NEGOTIATING BPO AGREEMENTS; TERMS OF THE BPO CONTRACT; CONCLUSION; SUMMARY; Part Four: Executing an Outsourcing Project; Chapter 7: Managing the BPO Transition; THE BPO PROJECT MANAGEMENT PLAN; GENERAL PRINCIPLES OF CHANGE MANAGEMENT; CONCLUSION; SUMMARY  
Chapter 8: Managing the Buyer - Vendor Relationship FUNDAMENTAL CHARACTERISTICS OF THE BPO PROJECT; BPO RELATIONSHIP SUCCESS FACTORS; RELATIONSHIP RISK FACTORS; CONCLUSION; SUMMARY; Chapter 9: Infrastructure Considerations and Challenges; HARDWARE INFRASTRUCTURE; SOFTWARE INFRASTRUCTURE; KNOWLEDGE INFRASTRUCTURE; TRAINING AND SUPPORT INFRASTRUCTURE; CONCLUSION; SUMMARY; Chapter 10: Business Risks and Mitigation Strategies; HUMAN CAPITAL RISKS; PROJECT RISKS; INTELLECTUAL PROPERTY RISKS; LEGAL RISKS; VENDOR ORGANIZATIONAL RISKS; VALUE RISKS; FORCE MAJEURE RISKS; CONCLUSION; SUMMARY  
Part Five: The Future of BPO Chapter 11: Future Potential for BPO; GLOBAL BUSINESS ENVIRONMENT; STRATEGY AND COMPETITIVENESS; BPO AND POLITICS; BPO AND GLOBAL ECONOMICS; BPO AND GLOBAL WORKERS; BPO AND EDUCATION; OUTRAGEOUS PREDICTIONS: WHAT'S LEFT FOR AMERICA?; CONCLUSION; endnotes; Index

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## Sommario/riassunto

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,

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