LIST OF ABBREVIATIONS

BPO - Business Process Outsourcing
IT - Information technology
ITES - Information technology Enabled Service
IPLC - Internet Proactive Line Connection
FDI - Foreign Direct investment
NGO - Non Government organization
NASSCOM - National Association for Software and Service Companies
US - United States
UK - United Kingdom
CRM - Customer Relationship Management
SWOT - Strength Weakness Opportunity Treat
LAN - Local Area Network
CTI - computer telephony integration
HR - Human Resources