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List of Abbreviations (Alphabetically)

ADM: Application, Development & Maintenance

AOL: American Online

AT&T: American Telephone & Telegraph

AVP: Assistant Vice President

BFSI: Banking, Financial Services & Insurance

BOOT: Build-Own-Operate-Transfer

BOT: Build-Operate-Transfer

BPM: Business Process Management

BPO: Business Process Outsourcing

CA: Chartered Accountants

CRM: Customer Relationship Management

CSC: Computer Sciences Corporation

DF: Degree of Freedom

E2E: End to End

EDS: Electronic Data System

EDS: Electronic Data Systems
EMU: Economic and Monetary Union

EPO: Engineering Process Outsourcing

ER&D: Engineering Research and Development

EU: European Union

FAO: Finance & Accounting Outsourcing

FTE: Full Time Equivalent

FY: Financial Year

GBS: Global Business Services

GDC: Global Delivery Centre

GDP: Gross Domestic Product

GE: General Electric

HP: Hewlett-Packard

HSBC: Hongkong and Shanghai Banking Corporation

IBM: International Business Machine

IMF: International Monetary Fund

IP: Intellectual Properties

IT: Information Technologies

ITES: Information Technology Enabled Services
ITO: Information Technology Outsourcing

JV: Joint Venture

KMO: Kaiser-Meyer-Olkin

KPO: Knowledge Process Outsourcing

LPG: Liberalization, Privatization and Globalization

LPO: Legal Process Outsourcing

M&A: Mergers & Acquisitions

MNC: Multi National Company

NASSCOM: National Association of Software and Services Companies

NCR: National Capital Region

NGO: Non-Governmental Organizations

ODC: Offshore Development Centre

OLC: Organisational Learning Capability

PPM: Process Progression Model

PWC: Price Waterhouse Coopers

R&D: Research and Development

RBT: Resource Based Theory

RPO: Recruitment Process Outsourcing
RVT: Relational View Theory

SD: Standard Deviation

SEP: Smart Enterprise Processes

SG&A: Selling, General, and Administrative

SLA: Service Level Agreement

SMAC: Social Media, Mobility, Analytic and Cloud

SMB: Small & Medium Business

SPSS: Statistical Package for the Social Sciences

SSOA: Shared Services and Outsourcing Advisory

SWOT: Strengths, Weaknesses, Opportunities & Threats

TCO: Total Cost of Ownership

TCS: Tata Consultancy Services

TCT: Transaction Cost Theory

UK: United Kingdom

US: United States

USD: US Dollar

WNS: World Network Services
Chapter 1: Overview of Indian Outsourcing Industry

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