PREFACE

Information Technology industry is today considered vital for the prosperity and economic development of country and is pervasive to all other countries. The growing importance of services is making knowledge of how to do things, how to communicate and how to interact.

In the above context, an effort has been made through the research study to analyze the current international trend in Business Process Outsourcing. A explorative study and survey was conducted in Business Process Outsourcing companies. The study encompasses major aspect of Business Process Outsourcing in international market place, through a sample study of Business Process Outsourcing Companies.

This study is dived into Eight chapters. The first chapter is introductory, history, brief discussion about the origin of Business Process Outsourcing phenomenon over decades and Business Process Outsourcing

The second chapter focuses on the research methodology & procedure used for this study (i.e. define the approach taken for doing this thesis)

The third chapter deals and explains the importance of the infrastructure and communication technology for any country to
develop and support the Business Process Outsourcing and the Government policies with respect to the Business Process Outsourcing and where Stands of India in terms of Infrastructure and upper hand of India in Business Process Outsourcing in current international marketplace.

Fourth chapter explains about getting the maximum benefit by through Business Process Outsourcing in present global market, the trend in the Business Process Outsourcing in global scenario and operations and execution of business, their strategies in present market and shed light on Country and region specific activities with respect to Business Process Outsourcing and analysis of the market with respect to companies’ trend in global market and the factors that influence the market in terms of Business Process Outsourcing.

Fifth chapter deals with different types of services being offered by Business Process Outsourcing and Business Process Outsourcing execution framework and planning of Business Process Outsourcing strategy.

Sixth chapter is on the facts and details about BPO industry and includes survey done by various prestigious organizations.
Seventh chapter deals with Recommendations & Limitations of the research paper.

Eighth and Last Chapter deals with the Future prospects in Business Process Outsourcing i.e. all the possibilities in the area of Business Process Outsourcing with respect to current international trend and explains regarding balancing the risk and rewards in result of Business Process Outsourcing. This chapter enlightens the facts, which help companies or organizations to understand the risk and rewards of outsourcing.

The present research is subjected to certain limitations, but in spite of all this, it has served the desired purpose. It is expected that this research will further lead to more work in this area in near future