



Professional Services Overview

Business Process Outsourcing (BPO)

Overview

In today's competitive environment, customers are demanding better service at lower cost. Consequently, companies like yours are pressed to deliver high quality services. Yet, you are also pressed to reduce internal costs to improve margins and free up resources for strategic initiatives intended to bolster your business

Auritas brings a unique approach to BPO to provide a degree of continuity, accountability, confidentiality safeguarding and intellectual property protection assurance that is unmatched in the industry.

Services

Auritas BPO Services include:

- Development
- System Maintenance
- Basis
- DBA
- Application implementation (BW/BI, Portal, SRM etc.)

Our Process

Starting with an "as-is" analysis, our expert BPO team develops a deep understanding of your process across people, workflows, and technology. We identify key interdependencies, constraints, enablers, and goals, while constantly looking for opportunities to consolidate and streamline your processes. We then deliver clear visual, easy-to-understand process maps that provide summary and highly detailed views.

Based on our domain knowledge and analysis of your environment, we create the new adapted process for onsite/offshore deployment and use proven tools and practices for ensuring rapid, seamless offshore transition.

Results

Auritas' BPO services will save you money, enabling your organization to focus time and resources on the strategic projects that will keep your company ahead of the competition. Our world-class processes will transform your transactional processes to the best in your field. Our Process Centers Of Excellence (Process COEs) are dedicated to helping you achieve key goals including revenue enhancement, risk management, enhanced management control, and reducing costs.

Why Auritas for BPO? We offer:

✓ **The Right People with the Right Skills for your job**

Our multifunctional teams include best-in-class talent from operations, process consulting and technology drawn from the world's top financial services and management firms. Furthermore, our internal training capabilities (which are essential to BPO) are unparalleled. We provide career tracks promoting vertical domain expertise and state-of-the-art technology, backed up with a cultural commitment to Six Sigma quality.

✓ **One Team across the entire process life cycle**

By assigning a single team to plan, develop, migrate, operate, and optimize your processes for the full lifecycle of your engagement, we eliminate the troublesome "hand off" steps that are common in BPO today. And, because the same team is there for the full life cycle of the engagement, we are in a unique position to employ a truly closed-loop approach that continually refines and improves the processes that are outsourced.

✓ **Vertical tailoring & holistic approach**

All of our BPO services are uniquely tailored to your industry and processes. Because of our in-depth systems knowledge and capabilities, we provide a holistic approach toward operational improvement that allows us to deliver year-over-year productivity gains for your company that pure-play BPO firms cannot match

✓ **Proven Governance**

We constantly monitor our performance to ensure that we meet our promises to you. Leveraging the same program management principles that have kept Auritas a leader in customer satisfaction, our governance process is based on disciplined program management and a culture that promotes open communications. We stay on top of our performance through vigilant, ongoing measurement including our advanced visual dashboards and reporting tools coupled with a commitment to anticipate and prevent risk to our clients.

✓ **Vigilance in Risk Reduction**

Auritas understands that your business cannot tolerate disruption so we work to spot potential problems ahead of time by driving our project plans through Failure Modes and Effects Analysis (FMEA). This methodology identifies potential reliability issues early so that they can be prevented.

Contact Us

Visit us online at www.auritas.com, email contact@auritas.com or call (407) 688-7226 for more information or to schedule a free BPO Requirements Analysis and Recommendations Presentation.