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### **What is IT Enabled Services?**

Any activity carried out based on the application of Information Technology is termed as IT Enabled Service (ITES). In other words, IT Enabled Services cover the entire range of services which harness information technology for empowering an organization with improved efficiency or the types of services that may not be possible to be rendered cost effectively without IT. Services can be internal to the organization i.e. meant to increase the operational efficiency through work force residing within the organization or outsourced. Outsourced IT Enabled Services can take care of all your Back Office Operations in the fields of **Finance, Accounting and Taxation** and is commonly termed as Business Process Outsourcing (BPO).

Business Process Outsourcing (BPO) refers to a decision to sub-contract some or all non-core processes. The main motive for Business Process Outsourcing is to allow the company to invest more time, money and human resources into core activities and building strategies, which fuel company's growth. Owners/Managers, in fact, don't need to justify outsourcing. They might even have to justify work done internally that could easily be outsourced.

The global market today is highly competitive and ever changing. A company must focus on improving productivity and yet, cut down costs. Therefore, a lot of tasks that use up precious time, resources and energy, are being outsourced. BPOs, or the units to which work is being outsourced, are flexible, quicker, cheaper and have expertise in their respective fields. They help free up a firm's capital and reduce costs.

Global IT-ITES spending is expected to grow at a CAGR of 7.9 percent over 2004-08. IT spending, comprising amounts spent on hardware, software and IT services is forecast to grow at a CAGR of 6.3 percent over the same period. ITES-BPO is expected to grow at a significantly higher CAGR of over 11 percent over the same period. IT services and BPO account for the largest portion of global IT-ITES spends, contributing approximately 60 percent of the total pie. The world market for IT-enabled services is expected to be over \$ 140 billion in the year 2008. (Source: NASSCOM)

Around the globe several organizations have preferred BPO activities due to following factors:

- ⇒ Focus on Company's Core Activities
- ⇒ Achievement of Cost Reduction
- ⇒ Improved Service Quality
- ⇒ Maintenance of Competitive Edge
- ⇒ Availability of Outside Professional Support
- ⇒ Access to Advanced Technology
- ⇒ Revenue Enhancements

### How it works?

- ⇒ Clients transfer raw data via secured internet to process;
- ⇒ Service Provider processes raw data overseas;
- ⇒ Service Provider generates reports and arranges to deliver reports to clients;
- ⇒ Convenience for the owners/managers to review the data online.

Thank you for your interest in Saboo e-Solutions. We appreciate and value your feedback very much. Let us know how we can help make this communication vehicle and the Resource Center more valuable to you. You can always e-mail us at [resources@sabooe-solutions.com](mailto:resources@sabooe-solutions.com) or call at 1-646-435-7887(USA) or 020 7993 8870 (UK) or 91 33 2236 5173(India).

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