

A person is shown from the chest up, wearing a dark shirt, looking down at a laptop. The background is a blurred office setting. Overlaid on the image are various digital and futuristic elements: a semi-transparent blue banner with white text, a white pie chart, a grid of data points, a hand pointing at a screen, and various geometric shapes and lines. The overall aesthetic is modern and tech-oriented.

What exactly is outsourcing?

Your beginners guide to outsourcing

Your BPO

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Outsourcing uses the expertise of professionals from another organisation to improve or simply support a part or function of your business. Outsourcing specialists can either host particular functions, or build bespoke digital systems so your business can eventually handle it all themselves. This can save both time and money whilst you focus on the things that matter. And because outsourcers are specialists, it helps makes your work-life simple.

Where did outsourcing come from?

Believe it or not, we've been outsourcing for years. For instance, you may have had to call a plumber to look at your Kitchen sink or the like. So, you called upon an expert to give their time and offer their experience to help you... you've just outsourced a plumber!

During the early 21st century many economists were welcoming changes to make businesses more streamlined, efficient and therefore more profitable. This aspect of business advice became an industry in itself which capitalised on outsourcing business processes. Experts in this new area became known broadly as management consultants. And they knew a

thing or two. Since then, the industry has expanded in leaps and bounds to keep up with new ways of doing things, better.

Don't let stress destroy you or your staff

It's not just cost that you should be concerned about. Some office functions can be tedious for your team, especially if they are outside of their usual remit. Outsourcing can help them work on what they're good at, rather than letting them worry about tasks that they're not familiar with – and avoid demotivating them as a result. Let's note that stressed employees are not good for any business – they underperform and take time off work. The Health and Safety Executive reports that in 2014/15, 40% of work-related illness was due to stress. Remember, these figures are reported cases; many people try to hide their stress, which can make things worse. Outsourcing could be the magic pill to help you and your staff control work stress levels.

Outsourcing is a godsend, especially to those who are not experts

Outsourcing used to be mainly for peripheral functions, not core business, but in more recent years, functions like customer services have been outsourced – precisely because they are so important and best left to professionals and specialists. Typical other areas commonly outsourced are business processes, human resources and call centre relations, but almost any part of a business and industry sector can be outsourced.

What about digital outsourcing?

Digital outsourcing is the natural successor to paper outsourcing and one way that the industry has kept up with the modern era. Outsourcing now makes the most of having infinite storage on the cloud, bringing costs even lower than ever before. And data is easier to access. Rather than having to physically store everything and manually retrieve information, it's now possible to access everything at the tap of a keyboard. Typical digital

outsourcing can transform the way businesses process invoices, payroll and accounting multitude of other functions for different business sectors.

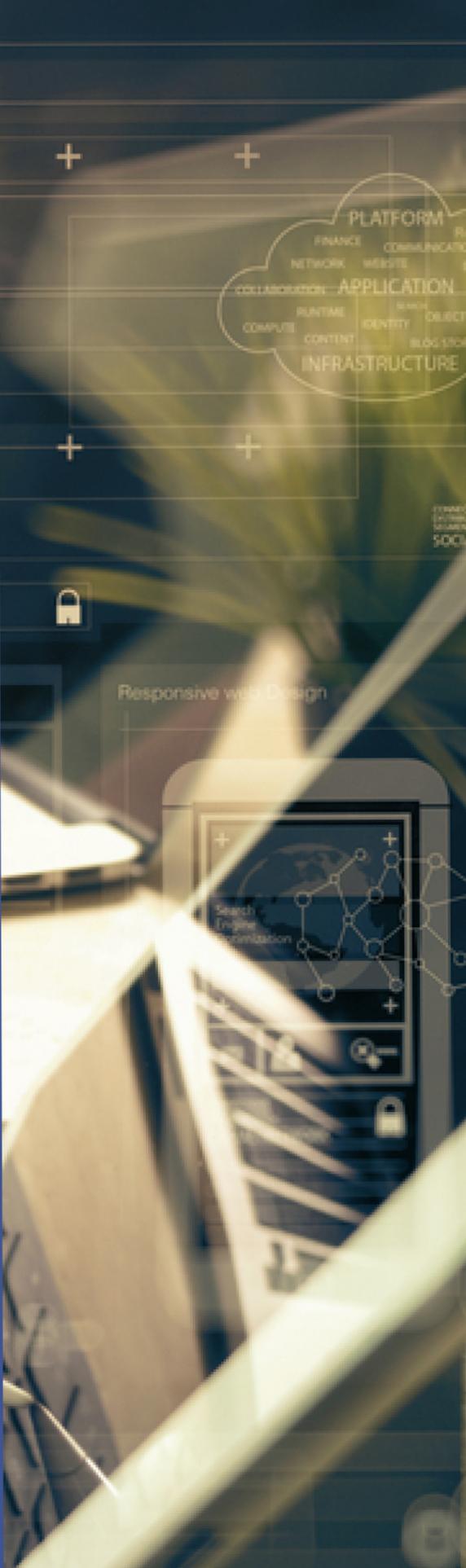
A little help from the experts will reap rewards

Companies may outsource as much or as little as they wish: it's best to talk with an outsourcing provider about your specific needs who will discuss a bespoke option to suit you and your business.

Let's Talk

We know how important it is to get this part right so we do this at NO cost to you. Yes, that's right, we'll come and do a FREE assessment for you

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