

A smiling man with glasses and a blue denim shirt is holding a yellow folder. He is standing in an office environment with other people working in the background. The background is slightly blurred, showing a man sitting at a desk with a laptop and a woman standing nearby. There are white pendant lights hanging from the ceiling.

**Your3PO**

# Business Process Outsourcing

THE RIGHT CHOICE FOR YOUR BUSINESS

[www.yourbpo.uk](http://www.yourbpo.uk)



An introduction to  
**BUSINESS PROCESS  
OUTSOURCING**

*A simple description of Business Process Outsourcing*

The transfer of core and non-core business process to an outside provider.

We prefer to think of it as working with you to solve time consuming and sometimes complex business processes.

With a proven background in technology and consultancy services, our experience and strong partnerships with industry innovators, make YourBPO the perfect choice for the provision of professional and fully managed BPO services.

By working in partnership with our customers, we can deliver the most effective BPO solutions. Combining your knowledge of business and industry with our experience and

technical expertise, we can ensure increased customer satisfaction, quality of service, cost reduction, and optimised business processes.

**Support when you need it**

During times of transition and growth, outsourcing your business processes will allow your employees to focus on core business tasks to improve performance and profitability, and gain a competitive advantage in today's market.



# IS BPO THE RIGHT CHOICE FOR YOUR BUSINESS?

The benefits of outsourcing your business processing include:

- Focus your resources on core business processes
- Improving efficiency and reducing costs
- Driving business growth by utilising our experience and expert knowledge
- Enhancing innovation by integrating the latest technology
- Creating a competitive advantage and growing your market share
- Accelerating speed to market
- Better employee retention
- Driving customer loyalty by offering more value
- Customer acquisition
- Meeting new governance, risk and compliance with ease
- Flexible and scalable services that adjust to changes within your business

Outsourcing your business processes to a reliable and experienced BPO provider (even in only one area of your business), has been proven to reduce costs and improve performance across the whole business.



# OUR BPO SERVICES

We work with our customers to deliver cross-industry BPO services that enhance business processes and performance. Our BPO services include:

- Invoice Processing
- Document Scanning and Conversion
- Online Forms
- Forms Processing
- Project Management
- Mailroom and Lockbox Service
- Systems Integration
- Compliance Services
- Systems Integration



# PROCESS CONSULTANCY

We undertake Process Consultancy to ensure we offer a tailored solution that meets your requirements.

We know that every business is different, so when you choose BPO services from YourBPO, from the start of our partnership, we work closely with you to define your business's individual objectives and targets - and how you want to measure your success against them.

## 7 stages of Process Consultancy

- 1 Analyse current processes
- 2 Define objectives and targets
- 3 Select resources and tools
- 4 Optimise process models
- 5 Define improvements and amendments to process
- 6 Transformation of process
- 7 Analyse performance against measured targets

*Ongoing assessment of outsourced processes is key to ensuring they remain optimised and continue to meet business targets. YourBPO will suggest improvements when appropriate.*

### » Let's talk...

To learn more about how Business Process Outsourcing services from YourBPO can benefit your business, please contact us on **0208 090 4671** or email **LetsTalk@YourBPO.uk** and transform the way you work.

Let's talk...

**YourBPO**

Meadowcroft House  
182 Balcombe Road  
Horley  
RH6 9ER

**T:** 0208 090 4671

**E:** LetsTalk@YourBPO.uk

**www.yourbpo.uk**

