



What Procession can do for Business Process Outsourcing “BPO”

Definition – The sub contract of managing IT systems with delivery of organisations’ business processes where, when and to their own people as required

The Issues

- Retention of ownership of business processes
- Flexibility and Compliance with best practice procedures
- Reduce administration costs to release more resources to improve performance
- Reduce IT running costs through cost sharing supply of commodity services.
- Statistical information on performance
- Reliable infrastructure and web access

All the above need to be addressed to meet the need to facilitate implementation of BPO and improve efficiency. From early days in web development it was recognised that Procession would be an ideal solution to allow organisations to take off site the management of the technology with the processes requiring people interface remaining on site running the business.

Procession recognises the power in the automation of business processes and Web Services within IT, and Business Analysts such as Delphi are now supporting this view. Procession’s unique front-end solution approach can address the issues. Procession’s software combined with its selected partners, delivering fast and reliable web access, make this a reality now.

The built in features include

- High level of automation of routine and repetitive tasks, reducing errors and freeing up staff
- Complete audit trail of who did what, when, how long they took, and what exactly they did
- Ability to set rules appropriate to the organisation’s way of working.
- Rapid delivery (30% of time of traditional development techniques) of the solution that suits with built-in flexibility for ease of change as improvements are identified.
- A dashboard showing activity and performance, customised as required – all in real time.

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