

Outsourcing for Home Shopping Companies - shopping for success

The home shopping arena has seen major changes over the last few years. Online stores and value brand retailers are putting additional pressures on a market that is already experiencing corporate mergers and acquisitions. With share value falling but competition for the increasing customer base more intense, the sector is under great pressure to reduce costs and deliver profitability. To remain competitive, home shopping companies must now ensure they acclimatise to this changing market place and realise efficient and effective low cost solutions. Partnering with an outsourcing provider to support operational management of the customer account lifecycle is one way to achieve this.

Financial Services: Outsourcing - An Imperative for Survival

Increasingly, the financial services sector is being forced to achieve contradictory goals simultaneously. Some of the conflicting bases, which need to be reconciled, are:

- Enhancing levels of service even as costs are kept in check.
- Addressing consolidation in the industry while grappling with disintermediation.
- Facing up to convergence whilst coming to grips with issues of disaggregation.
- Gearing up for globalisation yet continuing to be customer centric.

Financial service providers are now looking to outsourcing as a way to improve their operations - which are increasingly being seen as a victim of historical thought processes and generally viewed as being inefficient.

Outsourcing for Insurance Companies - An Alternative Route to Success

Whilst many industries have come under extreme pressure to reduce costs, the Insurance industry has faced added disadvantages created by the poor performance of the stock market in the months since September 11th. Against a background of declining incomes caused by falls in the value of investments, negative publicity surrounding funds and reductions in personal investments, leading companies have recognised the need to reduce costs and improve efficiency of operations, and are increasingly seeing outsourcing as a way to achieve their business goals.