



m-trilogix-Ciklum Business Process Outsourcing [BPO] Overview

ROI from BPO

“[In a] study of 181 organizations, Price-Waterhouse Coopers found that the total cost of ownership...of an internal system - including tech support, maintenance and upgrades was \$16...compared with \$2-\$3 for an outsourced [system].”

“Other intangible savings derive from greater efficiency, fewer errors, increased productivity, and higher employee satisfaction relating to faster issue resolution, self-service and online support.” [Gantry Group Study]

Overview:

m-trilogix www.m-trilogix.com Toronto Canada based and Ciklum www.ciklum.net [Kiev Ukraine based], are offering BPO products targeted at 'Medium-Sized' business processes.

Benefits:

Both firms have 5 years of experience in BPO. All processes and client interactions are handled in English, by fluent speakers at our offices in Kiev, Ukraine. Lower priced and faster than other BPO firms. Transparent technologies and processes.

Process:

We prefer to handle at least initially, smaller sized business processes where we can offer a customized and profitable solution. Six Sigma processes are applied immediately.

Unique Pilot Offer:

To prove the value of BPO we work with prospects on a low fixed price 3 month long pilot project. Our hope is that after 3 months the value and ROI will be apparent and that the client will deploy a BPO solution. The pilot project should be of a manageable size – typically one that uses 5 people on a very specific business process

will give us enough data to assess the usefulness of doing BPO.

General BPO Services:

- Data Entry
- Expense reports and Time report Management
- Call Centers

http://www.m-trilogix.com/BPO/general_services.asp

Financial Sector BPO Services:

- Consumer Credit Services
- Securities Processing
- Insurance claims processing

http://www.m-trilogix.com/BPO/financial_services.asp


Clients:

Financial Institutions, and firms in Distribution, Consumer Goods, Retail and Technology. Client information can be given upon request.

BPO is not a silver bullet but it can help significantly improve processes and profit.

Information:

<http://www.m-trilogix.com/BPO/default.asp>



Includes links to BPO articles
discussing ROI.

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