**Managing Business Process Outsourcing**

**1. Too often, once a project is completed, management attention goes elsewhere, and things revert to the way they were. Often the anticipated benefits are not realized or even audited to see if the goals were reached. If there were benefits, they are often not applied throughout the organization. Many pitfalls can happen when process improvement is attempted one process at a time. It is difficult to tell which processes contribute the most to achieving the business objectives or which process is the critical process to improve. Given the above guidelines, you can provide your suggestions to get maximum benefits from outsourcing projects in terms of process optimization. This will help to manage outsourcing relationships for achieving success.**

**Ans 1.**

**Introduction:**

Outsourcing is the commercial activity of contracting with a third party to perform services and manufacture products that would typically be completed by the company's workers and employees in-house. Outsourcing is often a cost-cutting strategy used by businesses to reduce their operating costs. So it might affect a wide range of vocations, from customer service to manufacturing to back-office operations. Outsourcing was first introduced as a corporate strategy in 1989, and it quickly grew to become a significant component of the corporate economy by the

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**2. A strategic partnering is the formal alliance between two organizations. It is formalized by a contract where one organization uses the services of another organization to fulfill its objectives. Outsourcing is one form of strategic partnering. With help of suitable examples, explain the strategic partnering and its planning framework.**

**Ans 2.**

**Introduction:**

The best outsourcing agreements are not solely based on practical and strategic considerations. Every management position in a company must be proactive to improve the efficiency and productivity of new outsourced partner connections. Outsourcing partnerships are critical in ensuring that a company can manage key business concerns while also successfully responding to recent trends in the marketplace. Individuals are at the heart of a successful outsourcing

**3. Banks have often built the majority of their technology solutions in-house in the past, this has changed gradually in recent years for a number of reasons, including costs, speed to market, and access to innovation and expertise. XDFL Bank's outsourcing-focused approach has been led by its desire to concentrate resources on meeting clients’ banking needs. Part of a larger financial services group, the bank has a small but growing share of domestic household lending and retail deposit markets, with growth driven by marketing to the parent group’s clients and by generating new business. The bank serves customers via both digital channels and a branch network, with a particular focus on high levels of automation and investment in self-service delivery channels.“ Any bank’s systems must provide high availability, high levels of security and have the ability to cope with periods of high transaction volumes. Indeed, the ability of a bank’s underlying operating infrastructure to deliver on these expectations is critical to maintaining client trust," said the bank’s head of IT. From an IT perspective, the bank’s strategy has been to outsource system support and development as much as possible: it brought in all of its 80—100 systems - from core banking to reporting to applications supporting its digital channels. This means the primary responsibility of its 30 in-house IT staff is to govern and manage relationships with third-party vendors. The key reason for choosing an outsourcing strategy was to help the bank to focus on meeting customers’ banking needs; IT supports this aim, but it is not a core competence integral to the bank’s ability to serve customers.**

**“Rather than competing to recruit today’s developer skills, the bank decided it was better served hiring staff that can combine a number of skills, including developer experience, project and vendor management to ensure that we work effectively with third-parties to deliver superior banking services to clients,” explained the bank’s head of IT. The bank’s approach to service development is customer-driven and agile, which means it tends to make a lot of incremental changes on an ongoing basis, rather than launching big projects or releases. Despite only hiring around 30 in-house IT employees, the total number of people working on the bank’s IT infrastructure across all vendors runs into the hundreds.**

**3 a. Does XDFL Bank's approach on outsourcing give itself an advantage in terms of managing risk better? Justify.**

**Ans 3a.**

**Introduction:**

Outsourcing is the process of giving third-party vendors access to corporate services and procedures, which is becoming increasingly popular. The benefits of outsourcing can be enormous, ranging from cost reductions and efficiency gains to greater competitiveness. In the

**b. What would be the factors on which the success of the outsourcing endeavor of the bank be most dependent on? Explain in brief**

**Ans 3b.**

**Introduction:**

Outsourcing is essential for both small and large businesses. They may choose to outsource all or a portion of their operations to concentrate on the most critical aspects of the company. In both circumstances, they must consider some essential elements that will ultimately assist them in