



# **Key Lessons in BPO Procurement**

**Case Study Report  
January 2003**

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# Abstract

The purpose of this study is to provide high-level advice and guidance for senior executives who are considering business process outsourcing (BPO) as an alternative sourcing arrangement for one or more of their organisation's business functions.

The study is based upon NelsonHall's BPO market research, including interviews with CFOs and other senior decision-makers, and identifies key lessons in each of the following areas of BPO:

- ❑ Selecting a sourcing approach
- ❑ Selecting a BPO vendor
- ❑ Negotiating a BPO contract
- ❑ Making the transition to a BPO service.

The study also describes the real-life experiences of three organisations that have adopted BPO. These case studies are:

- ❑ Abbey Life – Life & Pensions BPO
- ❑ BBC – TV Licensing Administration BPO
- ❑ Deutsche Bank – Money Market Trade Processing BPO.

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