Business Process Outsourcing

By: Dr. Pawan Kumar Sharma, Secretary, CAN Federation

Date: 02 July 2019 (2075 Ashad 17), Monday

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India and Bangladesh towards BPOs

India BPO Promotion Scheme (IBPS)

Ministry of Electronics and Information Technology Government of India

Software Technology Parks of India

Ministry of Electronics & Information Technology
Government of India

Digital India
Power To Empower

India BPO Promotion Scheme (IBPS)

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Message from Hon'ble Minister of Electronics & Information Technology and Law & Justice, Government of India

Shri Ravi Shankar Prasad

During last two decades, the Indian IT/ITES industry has matured enough and moved up the value chain. The IT/ITES industry has been contributing immensely in the GDP of the country and providing employment to millions. I am proud of STPI for their contributions towards the success of the IT/ITES industry and in making India as a preferred IT destination. Now, at this juncture, we have to leverage the benefits of the strong foundation we had in IT sector and should focus towards the smaller/muffasil towns for their all-inclusive growth wi... Read More

At a Glance

Total Number of Seats : **48,300**

Seat Allocation till date : **38,555** Detailed Allocation

Budget Outlay : **Rs. 493 Crore**

Potential Employment : **1.5 Lakh**

Promotional Events conducted till date : 66 Events

Query / Suggestions received : **More than 500**

State Wise Unit Detail

Message from Hon'ble Minister of State for Electronics & Information Technology, Government of India

Shri S.S. Ahluwalia

BPO / ITES Industry is one of the fastest growing segments under the Information Technology sector in the country. It has immense potential to grow and expand further because of its readiness to deliver at par with global standards and inherent cost advantage. Currently, most revenue by this sector is generated from, in and around, the metropolitan areas of Bengaluru,Chennai, Delhi NCR, Hyderabad, Kolkata, Mumbai and Pune. Other parts of the country, having availability of talent pool and infrastructure, are yet to reap the benefits of this gl... Read More

Key Milestones / Important Dates

Date of Publication, Sale of RFP Document / Download : 25/06/2018 (10:00 AM)

About Scheme

The India BPO Promotion Scheme (IBPS) , envisaged under Digital India Programme, seeks to incentivize

News / Alerts

In-Principle Approval (IPA) Issued to 20 eligible companies for 6403 seats on 15.06.2018 New

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Target towards BPO by Bangladesh

Bangladesh targets to generate 200,000 BPO jobs each year by 2021, says PM's Adviser Joy

Senior Correspondent, **bdnews24.com**
Published: 2016-07-28 20:56:03.0 BdST | **Updated:** 2016-07-28 22:55:35.0 BdST

The BPO (Business Process Outsourcing) sector in Bangladesh has set a target of creating 200,000 jobs each year within 2021, says Prime Minister's ICT Adviser Sajeeb Ahmed Wazed Joy.

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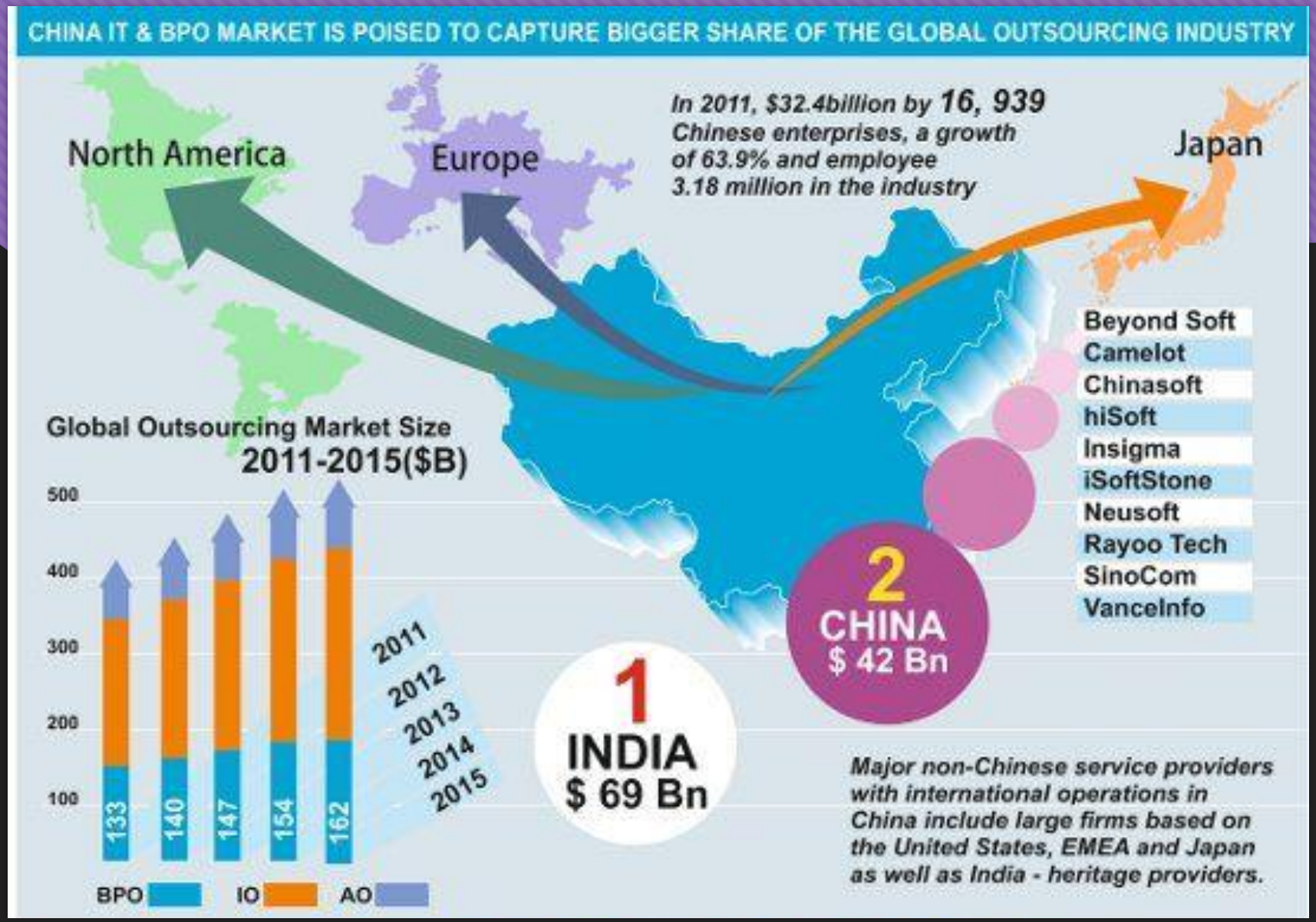
Glimpse of China and India BPO



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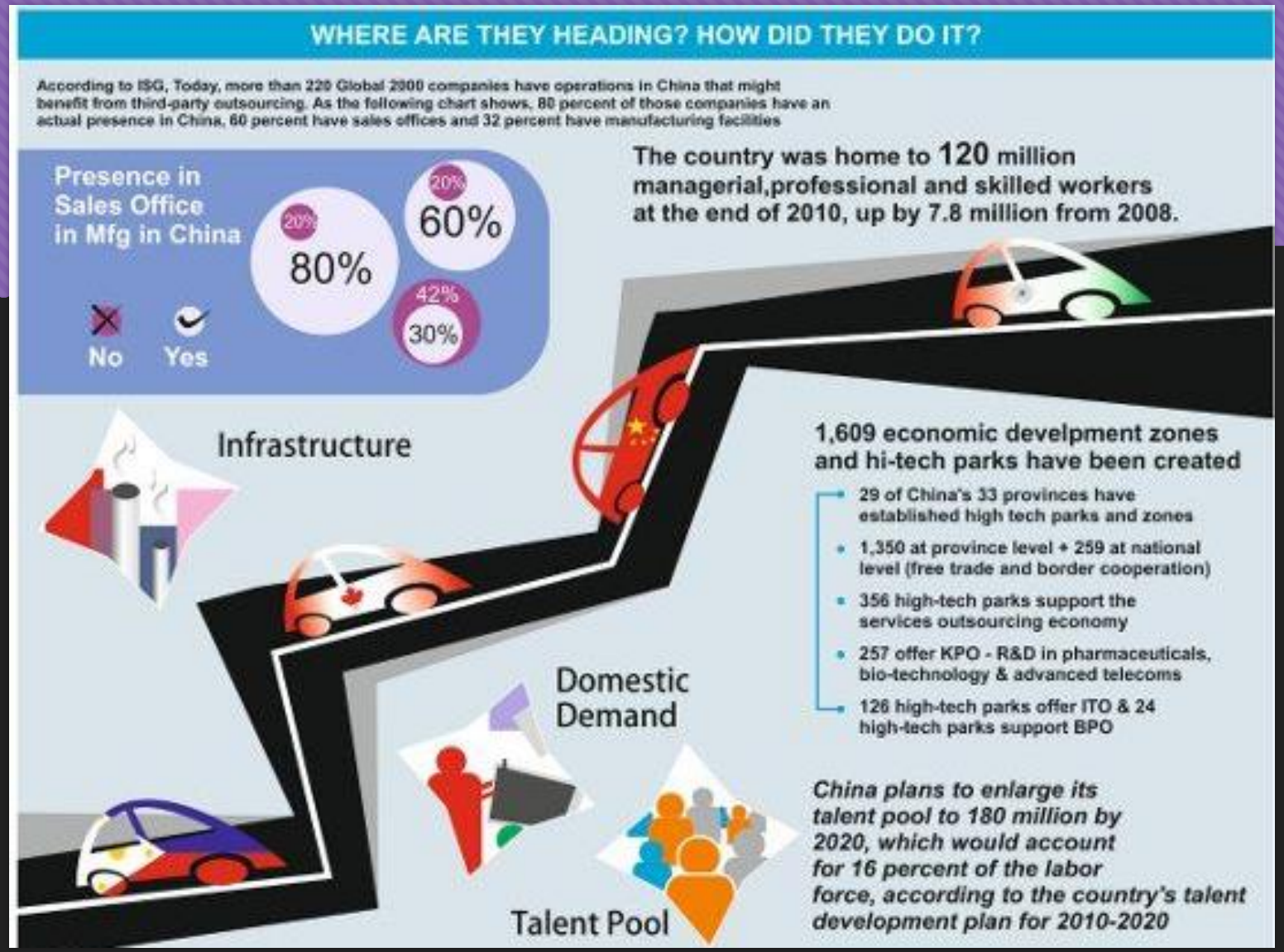

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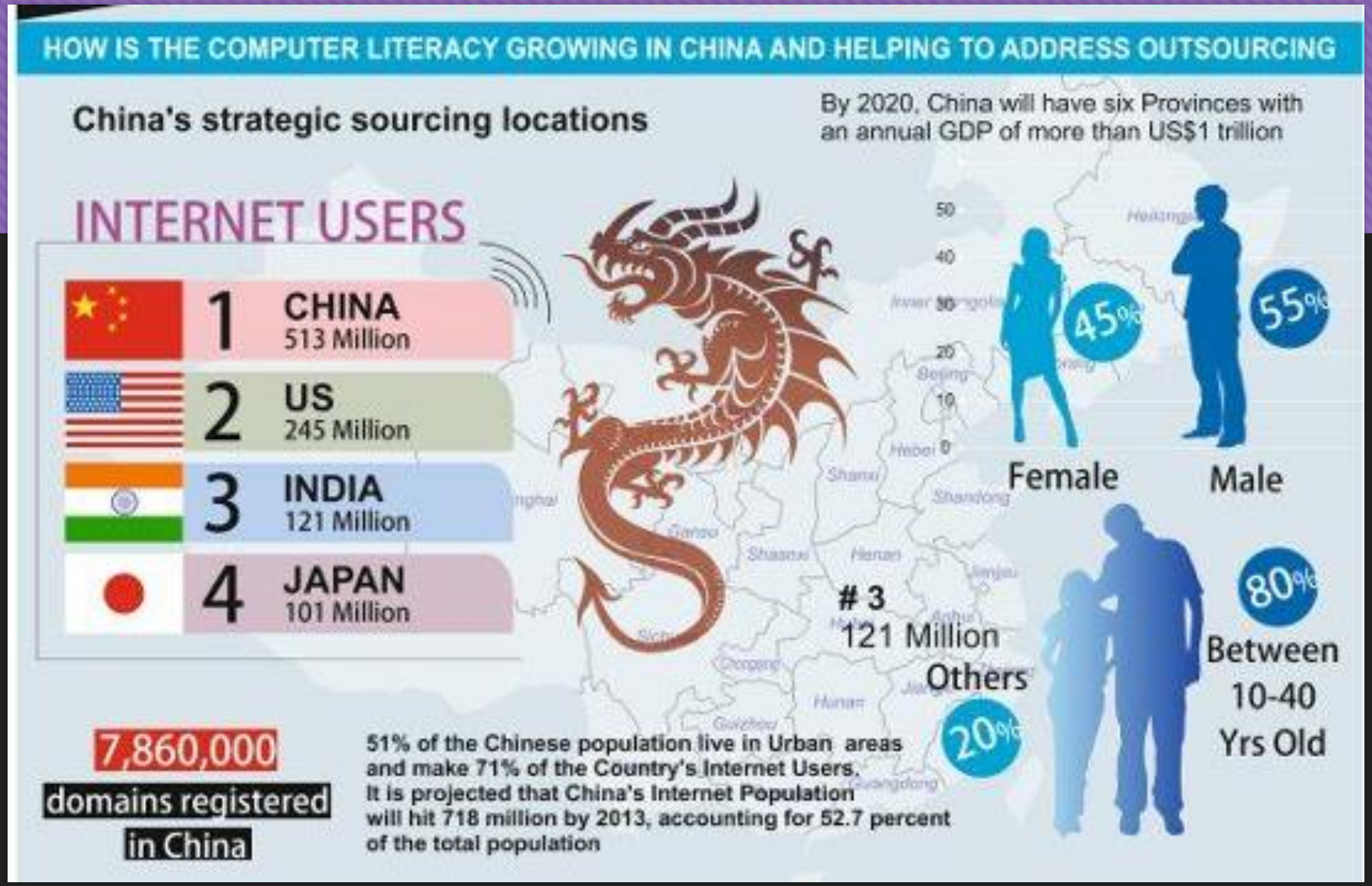

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Some of Nepali Outsourcing companies

Some of Outsourcing companies

- GeoSpatial Systems
- Serving Minds,
- Yomari Inc
- D2Hawkeys
- Verisk Information Technologies
- BrainDigit IT Solutions
- Media Guru
- Syntegrate
- Deerwalk Services
- Pioneer Solutions
- Cloud Factory
- LeapFrog
- Javra Software
- Young Minds
- Three Monks

Some of Outsourcing companies

- ebPearls Pvt. Ltd
- Verscend Technologies Pvt. Ltd.
- F1Soft International Pvt. Ltd
- Incessant Rain Animation Studios
- LogPoint
- Sprout Technology
- WebSearch Professional
- CAD Nepal
- Janaki Technology
- Eval Technologies
- HiTech Solutions & Services
- Young Innovations
- Imagine Web Solution
- Smart Designs
- Bent Ray Technologies

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Some of Outsourcing companies

- Pracas Infosys
- SoftNEP
- Peace Nepal DOT Com
- MountDigit Technology
- Digital Max Solutions
- Semicolon Developers Network
- Waituk
- Pioneer Solutions Nepal
- Bajra Technologies
- IT Nepal
- Curves n' Colors
- WorldLink Communications
- CrossOver Nepal
- Serving Minds
- IT Offshore Nepal

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Some of Outsourcing companies

- Focusone Nepal
- Jasper IT Solutions
- Agile Solutions
- Synergy Tech
- LinkTree
- Nepasoft Solutions
- Mercantile Communications
- Centerpoint Networks
- Alternative Technology
- IT Himalaya
- Swastik IT
- Doodle Creation
- Neolinx
- TechnoSpace
- Professional Computer System

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Some of Outsourcing companies

- Web Creation Nepal
- Beltronix
- SPI NEPAL
- Avenues Nepal
- Best Nepal
- Dreams & Ideas
- Asteroid Venture
- Unisoft Solutions
- Zobysoft
- WebTech Nepal
- Lux Infotech
- Ant Software
- Arhant Solutions
- Sabaiko Technologies
- Yakso Technologies

Some of Outsourcing companies

- Café SourceCode Nepal
- Designco Nepal
- Nepal Media Network
- Datasphere IT Consultancy
- Everest Net
- Nexus Nepal
- Techminds Network
- e-Zone International
- Data Analysis & Software Solutions
- Nepal KC Consulting
- Nepal Software Developer
- Iweb Nepal Technologies
- Orasoft
- Softwebs Nepal
- Tulips Technologies

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Some of Outsourcing companies

- Website Design Nepal
- Codemandu Software
- Dryice Solutions
- Nyatapol Technologies
- Sparc Technologies
- View Nepal
- WORXpro
- Capital Eye
- Cyberlink
- Incessant Rain Animation Studios
- Nepal Web Development
- New Harvest Softwares
- Rigo Technologies
- Radiant InfoTech Nepal
- Easy Software

Some of Outsourcing companies

- Close one Technology
- Shuvham IT Solution Pvt. Ltd
- Aryan Mobile Gallery, Mahendrapool
- GLOBAL IT SUPPORT PVT. LTD
- SilpTech
- YCo Pvt. Ltd.
- Bidhee
- Frost and Sullivan Nepal
- Prabhu Technology
- LumbiniTech
- Gajur Technology
- Colors to Web
- Namaste Technology
- Nepal Link Network
- Shangrila Microsystem

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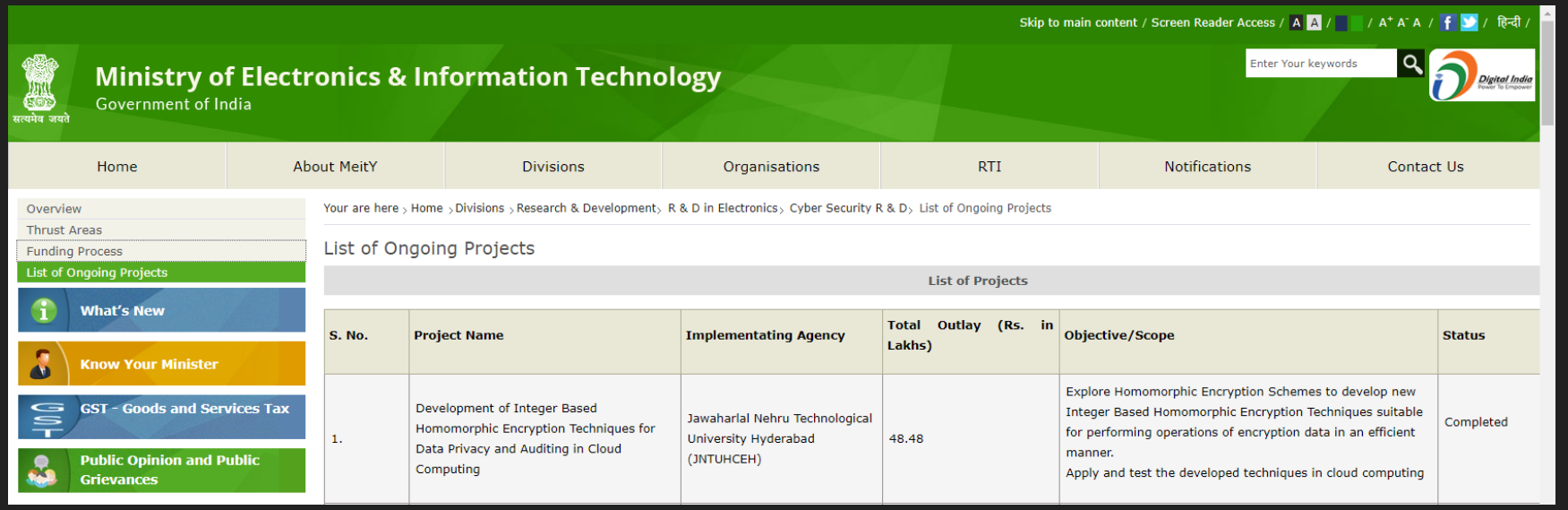
Possibility Towards Future

List of Projects awarded to Indian Companies form Government

- List of Projects - Indian Government as on June End 2018.docx



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Ministry of Electronics & Information Technology
Government of India

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Thrust Areas
Funding Process
List of Ongoing Projects
What's New
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GST - Goods and Services Tax
Public Opinion and Public Grievances

Your are here › Home › Divisions › Research & Development › R & D in Electronics › Cyber Security R & D › List of Ongoing Projects

List of Ongoing Projects

List of Projects

S. No.	Project Name	Implementating Agency	Total Outlay (Rs. in Lakhs)	Objective/Scope	Status
1.	Development of Integer Based Homomorphic Encryption Techniques for Data Privacy and Auditing in Cloud Computing	Jawaharlal Nehru Technological University Hyderabad (JNTUHCEH)	48.48	Explore Homomorphic Encryption Schemes to develop new Integer Based Homomorphic Encryption Techniques suitable for performing operations of encryption data in an efficient manner. Apply and test the developed techniques in cloud computing	Completed

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Challenges faced by the Nepali Outsourcing industry

Challenges faced by the Outsourcing industry

- **Frequent Disruption** – Poor internet and call traffic management, political instability (shutdowns and strikes), and frequent power outrages have all taken their toll on outsourcing firms, since outsourcing firms hat toe operate on a 24/7 basis, there should be no room for any disruptions.

Challenges faced by the Outsourcing industry

- **Rise in Un-employability** – The rising un-employability of the outsourcing workforce is yet another challenge that Nepali outsourcing have to overcome, Nepal does have a thousand graduates passing out years after year. But this is not enough and one must question s to how many of these graduates actually qualify for employment.

Challenges faced by the Outsourcing industry

- **Player in the Outsourcing field**– There was never a time when Nepal was the destination for outsourcing services for most global business. However, this has another many new challenges and old player such as Philippines, Malaysia, Canada, India and China vying for a piece of the outsourcing pie.

Challenges faced by the Outsourcing industry

- **Growth in Opposition Against Outsourcing**–At the time of recession at US and UK outsourcing industry get more aggressive. During the 2015 presidential campaign in the United Stages the BPO outsourcing is the Hot topic, we need to prepare too for such unforeseen kind of situations.

Challenges faced by the Outsourcing industry

- **Lack of Talented Workforce**–Nepali is currently facing challenges in finding the right skilled professionals for filling outsourcing vacancies. Recent statistics taken in 2015 revealed that out of all the Nepalis students graduating every year, only a meager 20% technical graduates and 10 to 15% of non-technical graduates were suitable and ready to work in the BPO industry. Nepali BPOs have to make drastic improvements in their workforce by emphasizing the importance of foreign languages. Operational procedures also need to be more streamlined.

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Challenges faced by the Outsourcing industry

- **Lack of Talented Workforce (Cont..)**–Nepali workers also need to be more in sync with the American culture. Outsourcing employees from the Philippines, Japan, India are more familiar with the American culture. Filipinos are also well-versed in languages like German, Spanish, and French. This pose a huge threat to Nepal, as Nepal PBOs have to continue maintain a talent workforce or watch their work go to other countries.

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Challenges faced by the Outsourcing industry

- **High Attrition Rates** – Attrition results not only in the loss of talent, but also means significant costs have to be incurred in the training of new employees. In the Nepali BPO industry, the attrition rate has been around 48%. While a UK call center employee stays in a BPO company for a minimum of three years, an Indian call center employee works in a BPO center for only 11 months and roughly an Nepali call center employee works in a BPO center for only 3 months. A variety of factors have combined together to make the attrition rates escalate in Nepal, including high-stress levels, the monotonous nature of the job, lack of career growth potential, change in lifestyle, etc. However, this attrition rate will expected to come down once the growth of the Nepali BPO industry has stabilized with the help of Nepal Government as well as CAN Federation.

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Challenges faced by the Outsourcing industry

- **Exceeding Customer Expectations -**Providing customers with complete satisfaction has always been a difficult task for all BPO companies. Various social media channels and increasing competition in the market has resulted in increasing customer expectations to the roof and proves to be quite a challenge for the BPO industry.

Drivers of outsourcing

Drivers of outsourcing

Economic factors	Objectives or anticipated
❖ Cost reduction	➢ To improve profitability ➢ To improve operating efficiency ➢ To add value to the product
❖ Cost saving	➢ To improve cash flow ➢ To increase efficiency
❖ Capital investment reduction	➢ To make capital funds more efficiently ➢ To improve return on assets

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Drivers of outsourcing

Strategic factors	Objectives or anticipated outcomes
❖ Acceleration of business process reengineering	➢ To improve performance ➢ To achieve competitive advantage
❖ Focus on core competence	➢ To improve business focus ➢ To increase competitive advantage ➢ To leverage the firm's skills and resources ➢ To enhance customer satisfaction
❖ Flexibility enhancement	➢ To reduce the constraints of organization's own production capacity ➢ To convert fixed costs to variable costs ➢ To increase responsiveness to market change ➢ To reduce risks

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Drivers of outsourcing

Environmental factors	Objectives or anticipated outcomes
❖ IT development	➢ To meet increasing demand for new information systems and resources more efficiently and economically
❖ Globalization	➢ To help companies gain global competitive advantage
❖ Capability of supplier	➢ To enable partners to improve service quality and customer service and increase competitive advantage

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What Gov Can Do

Government Initiation

- Tax Rebate
- Subsidies
- BPO Promotion Centers with the association with CAN Federation
- Graduation as well as Master level Curriculum development
- District Level ICT park
- Talent produce, retain
- Massively awareness
- Involve CAN Federation for every Government Outsourcing/Application Development

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We are Ready to help Government in every level.
Let's Open the new world