

# FIVE OUTSOURCING OPPORTUNITIES WITH MASSIVE IMPACT

Savvy businesses are realizing they can't rely on internal resources alone to complete vital, yet repetitive, tasks. They are turning to smart solutions such as outsourcing to drive necessary efficiencies for greater value. In fact, the market for business process outsourcing is expected to grow to \$343.2B by 2025\*.

**So how do you know if your organization should outsource tasks or processes? Start by asking yourself a few revealing questions:**

- Have you lamented inefficiencies that require your most experienced people to waste time on mundane tasks or time-consuming processes?
- Do you require additional manual support simply to power core business functions?
- Have you considered adding an intern just to keep up with workloads or clear backlogs?

**If you answered yes to any of these questions, it may be time to explore outsourcing options.**

## WHAT CAN I OUTSOURCE?

### 1. CUSTOMER EXPERIENCE

Outsourcing customer support doesn't just mean getting an external workforce to provide online or phone support. It can also mean using a human-in-the-loop approach ensuring quick and accurate processing of customer receipts, invoices, checks, photos, and more.

***Where might your customer experience fall short?***

### 2. MANAGING UNSTRUCTURED DATA

The third-party data labeling market is expected to exceed \$1B by 2023 (Cognilytica 2019). More organizations are choosing to outsource data labeling tasks so they can focus efforts on innovating in the AI and machine learning space. Yet these applications don't always have to be customer facing. Many companies are applying AI to their internal processes as well to make things easier on employees.

***Are you considering leveraging AI or machine learning with clients or to streamline internal functions?***

### 3. DIGITAL TRANSFORMATION

Let's say you just acquired a new company that keeps its records in a completely different format than your own. Or maybe you've decided to finally update critical records from paper to electronic. That's a massive undertaking. Getting a team of skilled workers to transcribe or enrich records and data for you is much easier and far more efficient.

***Does your organization require disparate systems be integrated more quickly for an accelerated digital transformation?***

### 4. PROCESS INEFFICIENCIES

Think about repetitive tasks your organization may spend hours completing each week. That time adds up quickly. Instead, outsource repetitive but necessary tasks like receipt transcription to help manage expenses, lead enrichment to help sales win more deals, or image tagging to organize pictures and videos more easily.

***Are there glaring inefficiencies where outsourcing can finally streamline and simplify your business?***

### 5. KEEPING UP AND STAYING AHEAD

It can be hard to stay ahead of those repetitive projects which are important but not urgent as you try to keep up with the competition. And don't forget about that backlog of work you've been postponing or maybe ignoring. You can outsource that too.

***Are you spinning your wheels just trying to keep up rather than proactively staying ahead?***

## I'M CONVINCED. HOW DO I GET STARTED?

**It's simple. Speak to one of our consultants today to see how we can lighten your load.**