

What To Look For In A Business Process Outsourcing Provider

In business process outsourcing, providers need to keep up with your company's staffing and transformational strategies. Here are some factors to consider when partnering with a business process outsourcing provider:



TECHNICAL EXPERTISE

Your Business Process Outsourcing provider must have the capability to let you work with talents that have the right technical expertise. With the right outsourcing provider, clients can build a dedicated offshore team of employees who have highly specialized skills perfect for providing industry-specific business support.

Connex Global Solutions offers a large array of remote staffing solutions. We have technical experts such as: Medical claims processors, Medical Billing specialists, Virtual Nurses, Certified Public Accountants, Credentialing Specialists, Customer Experience professionals, IT professionals, Administrative Assistants, Data Analysts, and more!



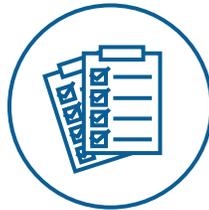
CAPABLE OF FILLING ANY REQUIRED ROLE

It is critical for your business process outsourcing provider to have the capability to actively source the talent as required by the client. Look for a provider with an established recruitment process that finds the most qualified candidates required by the client.

The provider must have established processes and efficient workflow in place such as:



**INITIAL
SCREENING**



ASSESSMENT



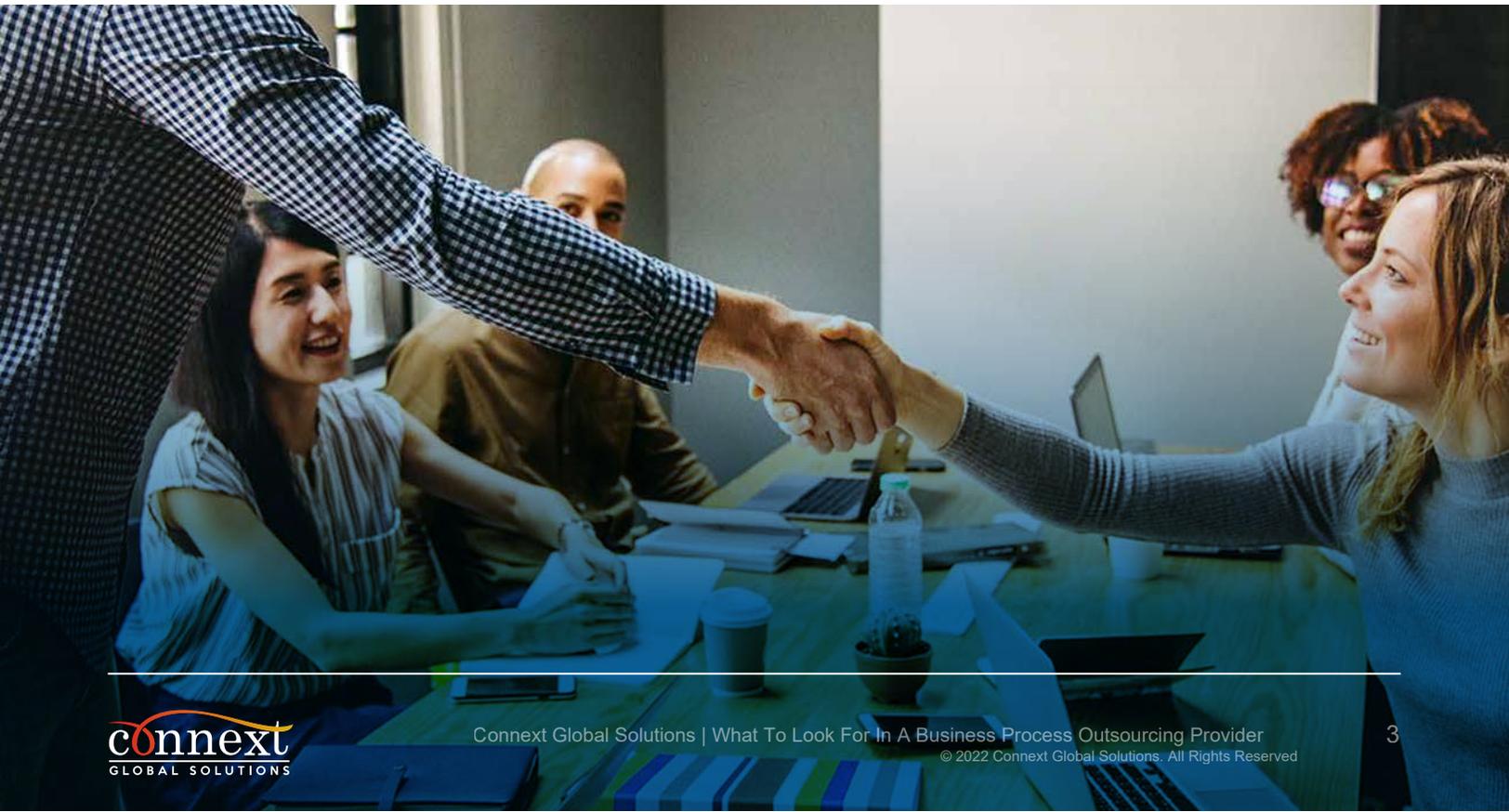
**OPERATIONS
INTERVIEW**



**CLIENT
INTERVIEW**

Connex Global Solutions is a business process outsourcing provider that uses a multi-tiered recruitment process that ensures that the client is getting the highest level of talent for the required position.

The process includes screening, testing, and interviewing based on client recruiting procedures or specific assessments (included AI-driven tests), studying and testing on client specific training aids and manuals, and conducting cloud connectivity training sessions with client team.



ALIGNED INCENTIVES AND PLANNED IMPLEMENTATION METHODS

An effective outsourcing model is one that is properly aligned and structured to fit the business and unlock business growth.

The service provider must make sure that the client needs are properly addressed. When planning to outsource services to an external business process outsourcing provider, the organization must determine its business needs and discuss with the provider the scope of the project, objectives, pain points, pricing model, terms, and requirements. This enables proper understanding to ensure the client gets added value out of the service provider. When finalized, will be agreed upon between the client and the service provider to ensure process alignment and a seamless transition.

Organizations must establish and develop a structured implementation to leverage the services of offshore teams. There must be comprehensive understanding, thought, structured planning and process documentation of the roadmap and methodology on the part of organizations looking to assign functions to teams. This way right roles can be established and the right talent with the right qualification and skills can be tapped as part of the dedicated offshore team.

Resources such as system access, work schedules, quality plans, and training manuals should be planned and prepared.





HAVE PROPER MONITORING METRICS

For targeted process improvement, businesses should have clearly defined set of Management Metrics.

Connex Global Solutions helps manage a client's team as if it was theirs and makes sure the performance matches or exceeds that of your local teams.

Connex Global Solutions is capable of establishing customized key parameters in close coordination with the client such as:



QUALITY



PRODUCTIVITY



SKILLS AND KNOWLEDGE



ENGAGEMENT



OVERALL PERFORMANCE



AND MORE



CAPABLE OF PRODUCING DATA-DRIVEN INSIGHTS

Data-driven reports via business intelligence, data analytics and data science provide valuable customer service outsourcing insights that are critical in making actionable solutions.

Your business process outsourcing provider should be able to provide data-driven insights and can review client and internal performance metrics and reports such as customer service satisfaction scores, weekly utilization reports, employee productivity reports, comprehensive operational dashboard reports and forecast reports based on historical data.

AVAILABLE PROCESS IMPROVEMENT ASSISTANCE

Your outsourcing provider must have the capability to adapt to their business process, provide excellent service delivery and offshoring management and look at opportunities that lead to customer experience and process improvement. To make this possible there needs to be quantifiable measures, targeted process improvement and useful actionable insights to the organization.



COMPLIANCE

Your provider needs to be fully committed to properly securing confidential or private data entrusted to them. The perfect remote staffing provider should have compliance in auditing processes, data security and privacy, availability, processing integrity, operational controls, to compliance in industry-leading digital security systems.



Connex Global Solutions ensures that the company delivers a great end-to-end outsourcing experience.

Connex Global Solutions is a business process outsourcing provider with industry-leading staffing solutions. The organization helps unlock client growth.

Connex provides world-class service to our clients standing by our 100% client satisfaction claim. This is backed up with over 350 quality, productivity, and utilization metrics per client, transparent and cost-effective pricing system and consultation sessions, allowing for an improved client experience.

Lessen overhead since we handle the people, facilities, rent, utilities, compliance and most of the systems while allowing the client to own what is most important and unique to their business, their specific systems and business processes.



Partner with Connex and receive:



GEOGRAPHICALLY DIVERSE TALENT



100% VIRTUAL RECRUITMENT AND EMPLOYMENT PROCESS



PRODUCTIVITY, UTILIZATION, AND QUALITY MONITORING



DEDICATED ACCOUNT MANAGEMENT



STANDING IT SUPPORT



TALENT MANGEMENT AND EMPLOYEE MANAGEMENT

Outsource with Connex today!