The new business imperative
As-a-service business functions optimize both budgets and results

Key reasons to externally source business services and functions:
(mytechdecisions.com)

- **Manage volatility and stay competitive**
- **Optimize technology costs over time**
- **Move from a CAPEX model to OPEX**
- **Leverage latest technologies**
- **Become secure**
- **Weather huge-scale crisis**
- **Tap into a global talent pool**

In addition to helping companies transition away from Capital Expenses (CAPEX) and adopt a more service-centric Operating Expense (OPEX) model, Investopedia highlights how outsourcing can be used to:

> **Spin off less critical operations to outside organizations**

> **Focus on the core aspects of the business**

> **Move things around on a balance sheet**

> **Tap into tax benefits when outsourcing employees**

Beyond the usual areas companies source externally like customer support and retention, Entrepreneur.com highlights these functions as key opportunities:
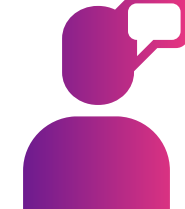
Human resorces	Accounts payable	IT and Systems	Payroll	Marketing and PR

27.2%
Average company savings for outsourcing HR functions
(Napeo)

70%
Reduction in labor costs for companies that outsource from the US to the Philippines
(OutsourceAccelerator)

72%
Of all global outsourcing contracts are for IT services
(ISG)

70%
Of British B2B companies outsource key business operations
(YouGov)

When asked "How does your organization perceive the benefits of outsourcing?":
(Deloitte)

65%
said outsourcing helps them focus on core functions.

63%
mentioned cost-cutting as a key benefit of outsourcing.

When choosing the right business services partner, consider the following criteria:

> Digital-first capabilities and an ability to integrate

> Industry-specific expertise and best practices

> Constant and proactive innovation and process optimization

> A balanced high-tech, and high-touch

> A variety of service delivery locations and options, including remote

> The global reach and scale to deliver services wherever you need them, from anywhere you want

> Deeply embedded and constantly evolving security products, protocols, and policies

> A service portfolio of wide breadth and depth capable of addressing both current and future needs

> The cultural understanding and linguistic capabilities to support new markets as you grow