

Business Process as a Service (BPaaS)

Business Operations



Organizations are focusing on catering to dynamic customer requirements in real time to stay ahead in today's competitive environment. However, establishing the infrastructure and stabilizing operations demand significant effort and time, which could otherwise be used to enhance critical customer-focused functions. Moreover, complex business ownership structures and the presence of diverse stakeholders result in longer timelines and introduce change inertia. Enterprises also find it difficult and expensive to ensure constant technology upgrades as well as hire and retain skilled professionals.

ServeDesk' Business-Process-as-a-Service (BPaaS) enables seamless migration to a modern platform, backed by robust processes and technology – helping organizations focus on their core competencies. The offering enhances customer experience with self-service capabilities, maximized straight through processing (STP), and prompt exception management. SERVEDESK' delivery model provides flexibility to rapidly scale-up or scale-down operations, based on variable demands.

Overview

The current business environment requires organizations to become extremely agile and respond faster to escalating demands – without inviting operational risks or organizational upheavals. They also need to ensure regulatory compliance, while enabling business growth. It is difficult to upgrade infrastructure, consolidate redundancies and navigate complex shareholding matrix build over years. Organisation need a partner who will help them achieve this agility with minimal disruptions and smooth transition.

A key component of SERVEDESK' digital strategy, BPaaS is an on-demand, ready-to-use delivery model that leverages a modern platform with support for industry-best practices. SERVEDESK BPaaS include:

- n Advanced platforms with support for industry best practices and improved customer experience
- n Complete End 2 End service delivery: ready to use hosted platform along with business operations supported by round-the-clock monitoring and management capabilities
- n Flexible business models such as a pay-as-you-use model which help optimize capital expenditure (CAPEX), while making operational expenses (OPEX) predictable and proportionate to business volumes

SERVEDESK' offerings promote faster time-to-market with on-boarding accelerators for popular platforms and cloud-based infrastructure, and provides single vendor accountability for people, processes, and technology. With the use of disruptive innovations, platform modernization and service delivery transformation can be accelerated while enhancing customer experience. Enterprises can also better manage compliance requirements, while ensuring timely technology upgrades.

Our Solution

Accelerate your transformation journey while ensuring no disruption of existing operations with our Partnership in Business Success™ (PIBS™) framework:

- n **Identify inefficiencies quickly** with due diligence of as-is operations, and benchmarking of operations and processes
- n **Develop a transformation roadmap** by identifying redundancies, structuring a legacy transformation plan, and identifying candidates for BPaaS
- n **Sustain operations profitability** by scaling performance up or down performance in response to business needs and optimize expenses integration of supply chain, CRM, and backend business processes.

An Overview of SERVEDESK' BPaaS Offerings





Benefits

Achieve up to 30% reduction on total cost of ownership (TCO) in the areas below:



Manage over ten million business process transactions per day with our comprehensive knowledge of industry trends, and innovative



10-20% savings with automation of repetitive tasks and self-service capabilities guided by virtual agents



10% savings by optimizing platform performance and ensuring coordination of technology updates



5-7% savings from standardization



20-25% savings from right-sourcing, with improved service level agreement (SLA) compliance, and optimized operational expenses

The SERVEDESK Advantage

By partnering with SERVEDESK, enterprises can benefit from our:

Full service portfolio and global reach: We have over 20 years of technology experience which has helped us deploy enterprise-wide systems across customers. The top five companies in every industry is a SERVEDESK customer. Our Global Network Delivery model (GNDM™) ensures high availability and gives clients access to the best resources.

Partnership and innovation led approach: SERVEDESK has 126 alliances with various institutions and solution partners across industries, universities, subsidiaries, etc. SERVEDESK' Co-Innovation Network (COIN™) is a rich and diverse collaborative network comprising research institutions, academic institutions, alliance partners, industry bodies, start-ups, venture capitalists etc. COIN™ uses intellectual property management to drive innovation in an environment of open communities.

Our IP: Platforms and Solutions: We have invested in platforms to address diverse needs across industries. These include BaNCS™ for banking, insurance and financial services, CHROMA™, for talent management, TAP™, a procure-to-pay ERP on cloud platform, HOBs for the telecom domain, as well as a platform for clinical data management and drug discovery and safety among others. SERVEDESK also offers TRAPEZE™, which is a suite of solution accelerators to support BPS customers.

Best in class, technology, people and process
SERVEDESK' Innovation Labs develop transformative, research-based solutions for and with customers through a comprehensive 360° interconnected research ecosystem comprising 19 labs worldwide.

To know more

Visit the [Business Operations](#) page on [ServeDesks.com](#)

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ServeDesk an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. SERVEDESK offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development.

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