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BPO Partner Performance Management

Maximizing Value Through Structured Oversight

At Proservartner, we help organizations strategically manage their BPO and hybrid delivery partners. We bring clarity, control, and continuous improvement to outsourced operations, ensuring maximum value and alignment with business goals.



Why BPO Performance Management?

Business Process Outsourcing can unlock cost savings and efficiency, but only when relationships are effectively managed. Common challenges include:

- Open areas with different interpretation
- Lack of adherence towards contractual terms by the vendor
- Negative business case
- Not sufficient focus on optimalization or expansion
- Change management / request process runs slow
- Lack of working escalation process
- Lack of reporting on SLA terms
- No internal client and service management framework in place

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PARTNER PERFORMANCE ORDER OF MANAGEMENT ROADMAP

What does your partner performance management framework enable you to do:

- Ensure clarity to drive value for money
- Ensure performance reporting
- Contractual obligations management
- Client & escalation management

Proservartner delivers a structured and strategic approach to managing every facet of the BPO relationship, ensuring optimized performance, compliance, and long-term value:

CONTRACTUAL OBLIGATIONS MANAGEMENT

Contractual oversight

Oversee Service Management to enable you to track all contractual obligations in the BPO relationship.

Change request

Drive change request framework, negotiate non-specified rates and ensure contractual compliance.

Contract review

Review the contract and capture key focus areas for tracking and managing the BPO relationship. Linked to client needs and key priorities.

VALUE FOR MONEY & TRANSPARENCY

Savings

Generate savings from the BPO relationship by rate negotiations for non-contracted or unclear activities.

Billing clarity

Support the billing team and internal cost accounting to gain understanding of billing components and drive the monthly billing cycle successfully.

Expansion

Negotiate rates for expansion of scope or missed items during the contract negotiation.

REPORTING INSIGHTS IN PERFORMANCE

Operational review

Participate and be the gate keeper during monthly operational reviews and challenge operational excellence for drive to better performance.

Contractual reporting

Reporting on weekly basis via contract compliancy dashboards.

Transformation

Drive transformation as per contract requirements and easing IT / Compliance challenges.

CLIENT AND ESCALATION MANAGEMENT

Escalation

Drive escalation management and participation during steering committee meetings and mediation.

Governance

Continue governance with the client contract management teams to ensure delivery is not impacted.

Satisfaction

Conduct vendor satisfaction surveys with stakeholders; collate and implement feedback.



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