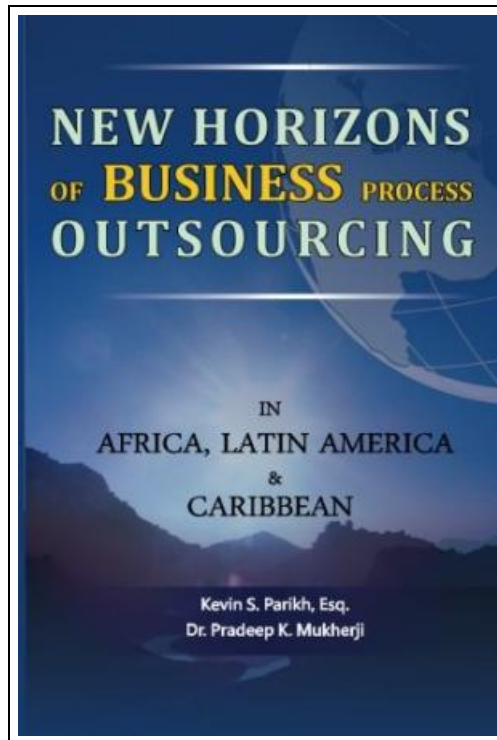


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NEW HORIZONS OF BUSINESS PROCESS OUTSOURCING IN AFRICA, LATIN AMERICA CARIBBEAN



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Createspace. Paperback. Book Condition: New. This item is printed on demand. Paperback. 164 pages. Dimensions: 9.0in. x 6.0in. x 0.4in. The terrain of Business Process Outsourcing (BPO) is rapidly changing with the emergence of new service delivery locations in different geographical corners of the world. Countries in Africa, Latin America and Caribbean (LAC) have been very active in taking advantage of the opportunity provided by BPO and are poised to corner a significant part of the growing opportunity. BPO has transformed economic landscape of many countries by creating large number of jobs for its populace, and providing alternate means to improve their livelihood. A new initiative called Impact Sourcing is being piloted in various countries in Africa and Asia to create jobs in the BPO sector in those countries, for economically disadvantaged sections of the society. India, Philippines, and a host of other developing nations have benefited significantly from the BPO initiatives, which is also known as IT Enabled Services (ITES) industry. Many countries in Africa, Latin America and Caribbean have analyzed the success of countries like India and Philippines in the BPO sector and are in the process of building their own capabilities to provide ITES services. New Horizons of Business Process Outsourcing in Africa, Latin America and Caribbean is a collection of articles and research papers on the way the BPO industry is growing and transforming in these geographical locations. This book provides a perspective on the global BPO landscape and discusses key factors for growth of the industry. It provides a regional analysis of the global sourcing of business services. The analysis includes countries in Northern Africa, Sub-Saharan Africa, Latin America and Caribbean, and provides an objective assessment of the business opportunities and risks in each country relevant for the sector. It is a must read for Governments, Government...



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