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cc:

Subject: BM0382 - BE Business Process Outsourcing Tut 1 Assign.

Hi Group Leaders,

Thanks for your help! Kindly find attached Tutorial 1 - BPO Overview.

Please forward this to your group members. As we do not have Internet access in our tutorial room, you are required to do the research at home/at ePlaza before the lesson.

<u>Each person</u> in your group is to search for <u>1 site</u> on the internet before next Monday's tutorial by keying in the keywords 'business process outsourcing' using your favorite search engine. Each person should bring a print out of the info. on the site & case study to next Monday's tutorial. As a group, you guys will then have 4-5 sites, of which you can choose 2 to present.

Remember to keep in mind the following when deciding on sites to print & bring along:

- Name of Service Provider
- Industry & Name of Client
- Function(s) being outsourced
- Reason(s) for outsourcing
- Size of project? Contract amount ($)?

Tutorial 01 - BPO Overview.doc

Thanks a lot & see you next Mon!

Regards

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TUTORIAL 1
BPO OVERVIEW

I. INTERNET ASSIGNMENT

Using your favorite search engine, search the Internet using the keywords *business process outsourcing*. Visit at least FOUR (4) sites to identify TWO (2) case studies whereby you can find the following information:

- Name of Service Provider
- Industry and Name of Client
- Function(s) being outsourced
- Reason(s) for outsourcing
- Size of project? Contract amount ($)?

Present your case studies in the next tutorial session.