SERVICES ENABLED BY INFORMATION TECHNOLOGY

Preeti Verma*

Abstract

Data Technology Enabled Services is utilization of Information Technology in different fields like Telecommunication, Travel &Tourism, Education, Banking and Finance, BPO, Insurance for Outsourcing the administrations. Indian ITES-BPO industry is developing at quick pace offering huge amounts of employments in the administration segment. This paper introduces a review ITES, its key administrations and puts light on BPO industry and its development in India.

Introduction

Today is a time of Information Technology. Data Technology is the utilization of Computers, Networks, Telephony or any physical gadget to store, recovers process and disperse the information. IT is related with numerous enterprises like PC equipment, programming, web, web based business, hardware, semiconductors, telecom gear, building, social insurance and PC services.1Information Technology has radically changed the manner in which we impart, transport, teach, figure, perform business tasks and so on. In more extensive term IT has impacted every single part we can consider. Exceptional development of IT area has brought forth another term ITES (Information Technology Enabled Services).

ITES is utilization of Information Technology in different fields like Telecommunication, Travel &Tourism, Education, Banking and Finance, BPO, and Insurance for Outsourcing the administrations. A portion of the instances of ITES are therapeutic interpretation, Business Process redistributing, Knowledge Process Outsourcing, Legal Process Outsourcing , back-office bookkeeping, protection guarantee, charge card handling and so forth and so on.

At the end of the day we can say Information Technology is a more extensive term which covers equipment, programming, correspondence and IT organizations are associated with creating framework and application programming and perform capacities identified with programming, database the board and testing. A portion of the Examples of famous IT organizations are Wipro, Infosys, IBM, Cognizant.

These organizations are worried about specialized capacities however they additionally re-appropriate occupations identified with documentation, client support and so on to call centres, BPO and KPO which are instances of ITES.

Practically all Big associations in the Europe and US are moving toward creating nations like India and China to re-appropriate their back office tasks in view of low work cost, for instance finance of their representatives is kept up in India. The amazing development of IT empowered administrations (ITES), has made administration products tradable and has begun making substantial offer of the international trade.

Primary IT Enabled Services:

Maybe a couple of IT empowered Services are:

*****Assistant Professor, Department of Electronics & IT, S.D College, Ambala Cantt**

1. Business Process Outsourcing

2. Medical Transcription

3. Data Center

4. Enterprise Resource Planning

5. Knowledge Management

6. E-Publishing

7. Portals

8. GIS Mapping

In spite of the fact that there are numerous IT empowered administrations yet this paper gives outline of Business Process Outsourcing which is developing at extremely quick pace.

Introduction to Business Process Outsourcing

Business process redistributing (BPO) is giving contract of different Business Processes to outsider. Initially producing firms like Coca Cola began outsourcing divisions of its production network to third parties.

However at this point practically all real firms are redistributing its huge numbers of procedures to outsider. A large portion of the created nations are using the administrations of creating nations for a large number of their activities because of accessibility of main part of human asset requiring little to no effort.

Categories of BPO:

a. Back Office Outsourcing:

Outsourcing of inward business tasks identified with charging, money, records or HR.

b. Front Office Outsourcing:

Customer related tasks, for example, taking care of questions, showcasing, specialized help and so on.

Outsourcing Options:

a. Offshore Outsourcing: Contract given to BPO of Foreign nation

b. Near shore Outsourcing: Contract given to BPO of neighbouring Country of the organization.

c. Onshore Outsourcing: Contract given to BPO Of same nation where the organization is found.

Services offered By BPO

(a) Customer bolster administrations

(b) Data section and information handling

(c) Technical bolster administrations

(d) Telemarketing administrations

(e) IT help work area administrations

(f) Online inquire about

(g)   Data transformation administrations

(h)   Insurance preparing

(i)   Bookkeeping and bookkeeping administrations

(j)   Form preparing administrations

Growth of BPO in India

Indian BPO industry began with re-appropriating administrations identified with information section occupations just however with the progression of time it has come to offer learning administrations not exclusively to national market yet additionally to worldwide market. It is commitment to the all out worldwide back office work is around 2 percent of the worldwide spending on BPO. This demonstrates Indian BPO industry is putting forth huge amounts of development open doors for the business players.

Amid the Financial year 2003 to 2007 , the normal yearly development rate of Indian BPO Industry was 35.7%.The development of BPO division was deserting the IT administrations area.

Conclusion:

Innovative advancements in its field have offered lift to exchange of administration products and took India to global exchange advertise for re-appropriating administrations. Indian BPO industry is indicating colossal development rate offering huge amounts of employments to the jobless youth of India. India is viewed as fundamental center for gifted and modest human asset and created nations are anticipating India for contracting for a wide range of administrations.

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