

50 Business Processes to Consider Outsourcing

The process-strategy matrix on the preceding page can help you decide which business processes to outsource and which to retain in-house. Below are 50 of the top processes handled by business process outsourcing (BPO) providers.

Contact Center Services

- Bilingual customer service
- Chat support
- Email support
- Inbound - outbound calls
- Social media management
- Technical helpdesk
- Telemarketing services
- Text message support

Data Services

- Automated data entry
- Data analytics
- Data conversion
- Manual data entry
- Data indexing
- Data mining
- Data processing

Document Scanning Services

- High volume scanning
- Large format scanning
- PDF conversion

Document Storage

- Digital and physical storage
- Digital and physical retrieval
- Scheduled document destruction

Financial Services

- Accounts receivable
- Accounts payable
- Collections
- Financial analysis
- Financial research
- Invoice processing
- Payroll
- Tax preparation

Healthcare Industry Services

- Medical billing and coding
- Claims adjudication
- Medical transcription
- EHR management

Mailroom Management

- On-site mailroom management
- Off-site mailroom management
- Onshore/Nearshore mailroom management
- Nearshore mailroom management

Mortgage and Loan Services

- Loan prequalification
- Loan processing
- Mortgage closing
- Mortgage title services

Transcription Services

- Audio transcription
- Video transcription
- Legal transcription
- Business transcription

Transportation Industry Services

- Bill of lading processing
- Air waybill processing
- Cargo manifest processing
- Commercial invoice processing
- Hazmat form processing

About DATAMARK

For more than 20 years, DATAMARK has provided mailroom management, data entry, document processing, business process improvement consulting and other outsourcing services for Fortune 500 companies across all industry sectors.

If you have questions or need assistance in developing your organization's case for outsourcing and business process improvement, DATAMARK's business process outsourcing specialists are available for a complimentary initial consultation.

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