



# Outsourcing



## ■ OUTSOURCING SERVICES

Companies find themselves taking on more responsibilities that distract it from its core business. The complex corporate environment seems to require more departments just to support its core product or service. This leads to the inefficient use of resources, wasted time, higher costs, and lower productivity. If a company is spending more of its time on supporting issues and external factors then opportunities for success and growth become limited.

Increased internationalization has allowed businesses to tap into new markets and mobilize the work force and other resources. This allows business functions to be outsourced to more cost-effective and productive places. Investment is being made where the economies of scale are greater. The point is to avoid doing internally what others can do more efficiently and effectively.

## ■ BUSINESS PROCESS OUTSOURCING (BPO)

Business process outsourcing is an issue for all companies. They tend to keep all functions in-house and that can be unproductive, especially for small to medium sized companies. It distracts the company away from running the actual business and doing what actually brings in the revenue. More than that, these other business functions are being done inefficiently. It is not the company's area of expertise. Common business processes that are being kept in-house and can benefit from outsourcing to better qualified and focused providers are:

- IT Services
- Finance and Accounting
- Professional Training / E-Learning / Blended Learning

3.14 Financial approaches Business Process Outsourcing in a true collaborative fashion. Outsourcing does not mean losing control of a business function to an external company, it means sharing the risks and responsibilities. We know it is important for the company to have a say in its outsourced activities. For this reason, we stay in constant communication but allow time for your company to concentrate on running the business.

Our outsourced solutions are tailored to the client's need. We will find the best way to address the business functions outsourced and provide the right strategy. As an outsourcer, 3.14 Financial has the right combination of skills in technology, operations, and business.

## INFRASTRUCTURE OUTSOURCING / SUPPORT SERVICES

Companies that have contracted our IT solutions in the past have turned to us to outsource their activities. They have realized who better to run operations than those who have designed the systems they work on. 3.14 Financial finds and trains the right staff to perform the outsourced business functions with a technical support team always on hand.

Some functions include:

- IT support such as Help Desk centers
- Customer Relationship Management
- Customer Call Centers
- New technologies

Beyond finding or designing the right applications, it will continue to provide excellent services in continued tech support. 3.14 Financial will provide continued maintenance and find ways to increase the value from IT investments.

Our relationships with well-known universities allow us to provide quality professional training to staff. From the very beginning, 3.14 Financial has collaborated with universities for research and development in new technology. This has allowed the company to maintain educational services as the foundation of its business. 3.14 Financial takes a proactive approach to keeping up with the latest e-learning and blended learning practices.

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