



# Manan Pandya - Strategic Outsourcing Manager announces free consultation for companies contemplating to outsource their business processes

Manan Pandya, October 10, 2005

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*Manan Pandya, a leading strategic outsourcing manager today announced that companies can now get in touch with him for a free consultation on what outsourcing can do to their business*

PR9.NET October 10, 2005 - Leading Outsourcing Strategist and Manager, Manan Pandya announced that he will start offering free consultations to companies that seek information on whether or not outsourcing is right for their business.

"Too many companies outsource processes which directly affects their business. Not only does this risk the vendors - they may not be able to deliver exactly upto the expectations - but companies are risking their customers in this process", he added that outsourcing does not create a miracle which cannot go wrong. It simply is a means by which you can get support from an external agency who will concentrate on running just that part of the process. Commenting on captive BPO's being set up in Phillipines, India and China he added that these units will ultimately prove better retainers to talent than third party providers "It's a different thing for someone to work for a process of American Express and a very different thing for him/her to work for American Express"

Talent retention is the key to building a successful business and to help support your back-office business, the same rule applies. "You need to measure and define just what you are spending in your BPO operation. You must include the hour that CEO's/COO's put in every week to that. It's all a matter of how expensive it gets at the end. I see a 25-40% savings in cost. But strategically - I see a company building expertise in a process which is what this is all about"

Manan Pandya is a leading Outsourcing Strategy Expert and acts as an advisor to many companies seeking to outsource or manage their business processes offshore.

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## About Manan Pandya

Manan Pandya is a strategic outsourcing leader who has built his expertise around identifying, transitioning and managing offshore outsourcing projects. His extensive experience spans several blue-chip companies who have chosen to outsource their processes offshore. Within his career, he has held several positions at operations and strategic development levels within the BPO space

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