

India's Cost Benchmarking Report for BPO Companies

Description:	<p>Based on a detailed primary study of 11 companies in the BPO (Business Process Outsourcing) and KPO (Knowledge Process Outsourcing) domain, this report provides detailed comparative analysis of cost structures. Over 1,000 financial and operating metrics have been compiled, analysed and compared, separately for captives and vendor companies.</p> <p>Per FTE cost is comparatively higher for captives, across all segments (that is, non-voice BPO, voice BPO and KPO). Amongst captives, the average annual per FTE cost in 2008-09 for non-voice and voice BPO and KPO segments respectively were INR 731.5 million, INR 823.9 million and INR 985.7 million. The corresponding figures for third party service providers were INR 632.5 million, INR 291.5 million and INR 389.9 million.</p> <p>A number of companies which increased their headcount achieved a decline in indirect costs per FTE, implying a tight control on overheads and sharing of infrastructure.</p> <p>In general the largest cost component is salary (ranging from 46% to 87%). The second highest component for some companies is related to facilities (up to 17%) and for some others it is related to travel (up to 19%).</p> <p>A few companies, even those that do not work in night shifts provide home-office local transportation facilities. Cost optimisation is often obtained by charging employees for partial recovery of transport costs, and also with route optimisation and type of vehicles used.</p> <p>While it might not be feasible to reduce dependence on diesel generator sets, the findings show that companies with tight control of electricity usage through regular monitoring have been successful in reducing costs.</p> <p>There is significant scope for improvement in the recruitment efficiencies of companies. The most efficient company is almost six times more efficient than the least efficient company.</p>
Contents:	<p>Introduction</p> <p>Participant profile</p> <p>Executive summary</p> <p>Headline revenue and costs</p> <ul style="list-style-type: none">- Revenue and cost: 2007-08 and 2008-09- Fully loaded costs per FTE: 2008-09- Revenue and cost: Averages- Direct and indirect costs per FTE: Company level- Direct and indirect costs per FTE: Segment level- Average direct and indirect costs- Direct and indirect costs per FTE and percentage change in FTE strength- Profits- Changes in revenue, cost and profit- Taxes- Company-level cost break-up: Two-year trend- Segment-level cost break-up: Two-year trend- Changes in salary cost vis-à-vis FTEs <p>Travel</p> <ul style="list-style-type: none">- Domestic and international travel- Cost per trip: Domestic travel- Cost per trip: Overseas travel <p>Facilities</p>

- Comparison of lease clauses
- Space utilisation in facilities
- Production area per production seat
- Source of electricity
- Electricity consumption
- Manpower: Recruitment & Attrition Recruitment efficiency
- Recruitment efficiency index
- Attrition

Compensation (fixed and variable) & Compensation by qualification and experience

- Experience levels vis-à-vis salary cost
- Production staff
- Supervisor staff
- Support staff

Annexure

- Sources of revenue: Geographical diversity
- Revenue source and pricing model
- % share of domestic and overseas travel costs out of total travel cost
- Travel cost as a % of total costs
- Travel cost per FTE as a % of revenue per FTE
- Travel cost per FTE as a % of cost per FTE
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- Information on shifts
- Local transport
- Mode of local transport
- Travel expenses by employee type
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- Modes of security provided on premises
- Modes of security by facility
- Security set up at facilities
- Total annual IT Cost
- Communication cost
- Employee profile: Company-level
- Employee profile: Segment-level
- Hierarchy levels
- Recruitment
- Workforce and salary

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