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Business Process Outsourcing (BPO)

Business process outsourcing (BPO) is a business practice in which an organization contracts with an external service provider to perform an essential business task.

What is BPO used for?

Organizations engage in business process outsourcing for two main areas of work: back-office functions and front-office functions.

Back-office functions, sometimes called *internal business functions*, include:

- Accounting
- Information technology (IT) services
- Human Resources (HR)
- Quality Assurance
- Payment processing





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Front-office functions include:

- Customer relation services
- Marketing
- Sales

BPO contracts can involve outsourcing an entire functional area, such as the HR department, to a single vendor. Organizations also often outsource specific processes within a functional area.

For example, an organization may outsource its payroll process but perform all other HR processes itself.



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