

Ones to watch



As one of Ireland's largest indigenous BPO organisations Abtran is one to watch, employing over 1,100 people in 2012, from six people in 1997. Since its creation Abtran has established a proven capability in delivering innovative service solutions. The business' diverse client base includes leading private and public sector organisations including Sky, eFlow, Aviva Health, NTA, Prometric and Electric Ireland. This has resulted in an average interaction with every household in Ireland of four times per year. Abtran has also maintained longstanding commitment to education and innovation and has worked with leading experts in developing data analytic capabilities.

Abtran is one to watch because:

- Abtran was nominated alongside five other companies to participate in the new state supported Healthcare Innovation Hub aimed at driving collaboration between the health system and commercial enterprises leading to the development and commercialisation of new healthcare services
- It has secured a five-year contract extension with Electric Ireland in 2012 after promoting innovation, increased efficiencies and value for money
- At the end of 2012 Abtran had its contract to provide business process outsourcing services to M50 tolling stations extended for a further three years, after delivering significant year-on-year operational cost savings and increased customer satisfaction ratings
- Receivers of partnership of the year award from the CCMA Ireland Awards and the prestigious Taoiseach's Public Service Excellence Awards 2012
- Abtran is a key innovation promoter, including recently developing its own in-house innovation and learning centre
- It achieved key benchmarks with clients, including helping Sky to reach 10 million customers
- Abtran succeeded in providing electronic tolling firm eFlow with a 20 percent call automation rate in 2012



CirclePartnership's mission, as an employee co-owned partnership, is to run hospitals dedicated to patients. The company has shown that it is in the process of turning around failing public sector NHS services, with high expectations that the private sector business model demonstrated by Circle will be fully realised in 2013 and become a template for future contracts.

By putting doctors and nurses in charge of hospitals, and making employees owners, Circle has aimed to empower employees to go the extra mile for patients. Circle hospitals have been designed to combine clinical excellence with a healing environment and five-star hospitality.

CirclePartnership is one to watch because:

- It began a major 10 year contract to run Hinchingbrooke Healthcare NHS Trust in February 2012, with CirclePartnership being the first ever non-state provider to deliver a full range of NHS district general hospital services. Hinchingbrooke has already gone from being one of the 'lowest graded hospitals' (Guardian) to 5th out of 46 hospitals in the Midlands and East rankings, and ranking as number one for target delivery. So far CirclePartnership has identified £1.6m of savings in 2012
- CirclePartnership has undertaken an expansion campaign with the construction of a new state-of-the-art hospital based in Reading which opened in August 2012, in addition to five other national facilities
- The CirclePartnership model of half staff ownership has been recognised within the government and the media and has been put forward as a model for the management of future outsourced services within the NHS

Ones to watch



BOSCH
Invented for life

**BOSCH
COMMUNICATION
CENTER**

As an international business process outsourcing (BPO) service provider, Bosch Communication Center offers tailored, innovative solutions. The centre has been operating from its UK site in Liverpool since 2004 and currently works with a range of clients, spanning different sectors, including Burger King, Lufthansa and Hallmark.

With over 5,000 employees worldwide delivering high quality services in more than 30 languages from 22 locations in 13 countries, across Europe, Asia and South America, Bosch Communication Center delivers uniform processes and excellence in each of its communication centres.

Bosch Communication Center is one to watch because:

- Bosch is enjoying continued growth within the BPO sector, with sites already strategically placed in Argentina, Brazil, France, Germany, Netherlands, Philippines and Romania. In 2012 Bosch continued this expansion and opened new sites in China and Russia
- Bosch has an operational delivery model that provides cost flexibility and multilingual capability to cover expanding global markets
- Bosch is represented across a variety of vertical markets with particular expertise in travel and tourism and the automotive sector including clients such as Thomas Cook and Mercedes-Benz
- Bosch is at the forefront of innovative customer solutions and recognises the importance of social media and the explosion in mobile device internet usage. Bosch works with its customers to integrate these customer trends into its customer service propositions. These new innovations complement the services Bosch offers across a wide range of integrated communication platforms
- As part of electronics and engineering giant Bosch Group, Bosch Communication Center boasts a strong financial background that makes investments in future developments possible



**OP2I LTD,
GOVERNANCE
DIRECTOR**

Governance Director is Op2i Ltd's new enterprise wide governance platform specialising in organisational integration, processes and decisions. Governance Director also provides an enterprise software solution to develop a cohesive governance strategy in order to drive a culture of conformance and performance.

The Governance Director software solution provides real time insight into the implementation of business strategies to highlight what areas are working, those that are at risk and what is being done to improve performance.

Establishing effective governance has become a key trend of recent years with the importance of governance highlighted by several major public failures in 2012. Governance Director is a new platform, formally established in 2010, and launched in 2012. 2013 is expected to be a year of growth with the development of new platforms beside Governance Director, which are expected to be seized upon by businesses seeking good governance.

Governance Director is one to watch because:

- The creation of Governance Director is expected to attract high level interest in 2013 with the potential to revamp the outsourcing sector at a time when good governance is needed within both the public and private sectors
- Governance Director launched fully in 2012, with 2013 marking a year of expansion and development
- Governance Director provides a service that is accessible to all staff regardless of technical ability, along with a range of workshops and services to develop governance structures

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seen2help is a business services provider of virtual receptionist, accounting and administration services, operating a unique model on a non-for-profit basis.

seen is a unique social enterprise specifically established to employ members of the military community including spouses, dependants, ex-service personnel, civilians living within military communities and wounded, injured or sick service veterans. The business provides training to workers regardless of experience including business programmes and other forms of education.

seen2help has its business hub based within Aldershot, however employees are not restricted to any one physical location. The business model is designed around remote access through cloud services for employees tied to military locations and on deployments.

seen2help is one to watch because:

- The military community often find full time work hard to get. The concept of utilising these otherwise wasted skills is totally unique and will capture the imaginations of communities and local businesses, and as such will undoubtedly prosper
- The company represents a community driven non-for-profit outsourcing service supplier, presenting a positive public image for outsourcing
- With companies increasingly looking to display corporate social responsibility, seen2help can expect to see increasing interest in 2013
- As a non-for-profit seen can provide competitive prices to clients
- seen is looking to expand its business hub, with the creation of further business hubs in Oxfordshire, Portsmouth and Scotland



Founded in 2004, Sofica Group has quickly become the largest independent BPO provider in Bulgaria. The organisation currently has 1000 employees split between two locations in Sofia, Bulgaria and Skopje in Macedonia. Sofica has expanded to provide services to leading local and global clients with a broad range of tailored BPO, ITO and HRO services. Sofica Group is the regional outsourcing market leader and the business has stated its aim to enter into the top 5 service providers in Central and Eastern Europe by 2014 in terms of size, stability and quality of services.

Sofica Group is one to watch because:

- Sofica Group is in the process of a large expansion drive as it seeks to become the largest service provider of CEE by 2014
- Winners of a medal for Best Contact Center at the Contact Center World Awards, which saw the company beat far larger organisations at a global level
- Partnered with Interactive Intelligence Solutions which is involved in contact centre development in North America, Sofica Group is well placed to expand into new markets with powerful client contacts
- Expectations for growth are high in 2013 with recorded increased client interest in Bulgaria and revenue growth as high as 35 percent for 2011 coupled with plans to expand to a third location

Ones to watch



SoftServe Inc. is a global provider of software development, testing and consulting services. The company is focused on leveraging advanced software technologies to empower businesses aimed at accelerating growth and strengthening the market position of clients and meeting customer requirements. This is achieved through leveraging sophisticated innovative software development lifecycle services (SDLC).

SoftServe empowers businesses by delivering strategic consulting and software development solutions in today's fast growing technology sectors of mobility and SaaS/cloud solutions. SoftServe is focused on developing and delivering the best technology solutions for specific industries such as healthcare, education and finance.

Softserve is one to watch because:

- Featured on both the 2012 Global Services 100 list of best outsourcing providers in the Emerging Mid-Tier Global ADM Leaders and within the Global Outsourcing 100 list of the IAOP
- KPMG has marked SoftServe's development location in Ukraine as growing rapidly in potential for IT outsourcing with strong European links, low market cost and developed infrastructure
- SoftServe plans to further expand upon rapid gains made in 2012 including reaching over 2,000 employees, with a focus on developing market presence and services that facilitate hybrid implementations
- SoftServe has also moved to break into the business intelligence, healthcare and education industries as part of the company's global strategy



IT services company Pactera was formed in November 2012 from the merger of two leading China-based IT services firms hiSoft and VancelInfo, both previously listed in the United States on the NASDAQ and New York stock exchanges.

Pactera has 20 service delivery centres throughout Greater China including Hong Kong and Taiwan and more than 10 overseas delivery facilities spanning North America, Europe, and Asia Pacific, with more than 24,000 employees located around the world.

Pactera is one to watch because:

- It is a recently formed company bolstered by the capabilities of the two merging companies with readily established roots throughout the world
- Pactera has strong roots in China with global capabilities and increasing overseas development, with over 60percent of Pactera's business coming from overseas clients
- Pactera's merging partners have seen recent growth before its formation. VancelInfo expanded operations in America from 10 employees in Seattle in 2008 to 120 within a matter of months to current levels of around 500 staff within the city
- Despite increasing labour costs within China the development of key technologies including cloud services and technologies have stimulated the Chinese IT industry, pointing towards 2013 as a year to watch the newly created Pactera

Ones to watch



Parseq is a business process and technology specialist providing a range of value-add, technology-led services. Complementing this is a core business focus on complex data and payment processing covering a range of front and back-office applications. Parseq's origins go back to being a delivery service centre for the Bank of Ireland. In 2010 the company became an independent entity and started trading under Parseq after a name change from Documetric.

Serving more than 60 individual clients, Parseq provides outsourced on demand finance and document management solutions, processing over 50 million documents per year. More than 100,000 payment transactions are processed daily on behalf of clients, with an annual transaction value in the region of £25 billion. Contact centres handle more than two million customer contacts per year via multi-channel inbound and outbound client campaigns.

Parseq is one to watch because:

- From the creation of Parseq as an independent company in 2010 it has rapidly expanded employing over 700 people
- Parseq has gained a majority share of a niche market in end-to-end integrated payment processing using a multi-channel approach, data capture and BPO, delivered within the UK rather than offshored
- Parseq has carried out a campaign of recent expansion including a three year development project which will lead to the creation of 300 new jobs in Rotherham from UK contact centre expansion
- Parseq is well placed for further expansion and development in 2013, currently handling over 50 million transactions a year and processing payments on behalf of over 100,000 small to medium sized organisations
- The Sunday Times published Buyout Track 100 league table ranked Parseq as 15th in 2012 based on strong profits
- The company has been successful in recent years in winning lucrative contracts, examples include a multimillion pound contract with O2 to launch a mobile wallet service in 2012, which will continue throughout 2013



Procurian helps companies transform indirect procurement to realise measurable savings that can be redeployed to fund innovation and accelerate growth. The company specialises in driving sustainable changes surrounding cost structures on an accelerated basis. Procurian employs its Specialized Procurement Infrastructure to meet customer specific objectives and needs. Procurian currently manages over 4,000 large cost innovation projects, 11,000 contracts and 2 million transactions each year.

Procurian is one to watch because:

- It has carried out an extensive campaign of expansion in 2012 including the acquisition of Media IQ in July, adding measurement and benchmarking capabilities to its service offerings and a complete end-to-end marketing spend solution for clients
- Procurian successfully competed for a global contract from insurance giants Zurich in 2012, to provide cost reduction solutions, IT optimisation and HR
- The success of Procurian in gaining the huge contract has allowed the US based outsourcing giant to actively pursue European markets, marking an expected shift in the company's growth strategy towards the EU in 2013