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## Document Process Outsourcing: Business Strategies for Successful Market Engagement

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### Report Deliverables

- Detailed written report (40 pages) with text and charts addressing the objectives of the study and providing complete results
  - Includes executive summary that addresses key issues, findings, and overall recommendations
- Presentation-style slides for internal communication of the research results (115 charts)
- Detailed data tabs of quantitative research (36 pages)
- Appendices including quantitative and qualitative surveys (19 pages)
- Optional transcripts of online focus groups and telephone interviews (176 pages)
- Optional, on-site briefing

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## Introduction & Project Objectives

Many organizations recognize the need to streamline their operationally-necessary business processes so they can reduce costs as well as gain time and resource efficiencies. As they do so, these organizations are discovering that they lack the fundamental knowledge and insight required to fully optimize their document-intensive business processes. The challenge for these enterprises is to identify the total document-intensive process, and then outsource the entire process to a qualified service provider.

InfoTrends/CAP Ventures has coined the term Document Process Outsourcing (DPO) to describe the outsourcing of document-intensive business processes, and has identified it as an important and growing segment of the document outsourcing industry. In our annual Document Outsourcing Market Forecasts, we size the DPO market and report high growth rates for this segment in North America and Europe.

*Document Process Outsourcing: Business Strategies for Successful Market Engagement* looks beyond market size and growth potential to understand the “who, what, how, and why” of the DPO business. This study profiles the Document Process Outsourcing business model and identifies the best practices and strategies required for successful market engagement and deployment.

Specifically, this study answers the following questions:

- What is the level of willingness to outsource document-intensive business processes?
- Who is currently outsourcing document-intensive business processes?
- Does the concept of Document Process Outsourcing resonate with high-level executives?
- Who are the ultimate DPO decision-makers?
- Which processes will be outsourced? By what metrics will these processes be measured?
- How should DPO engagements be structured?
- What are primary selection criteria for DPO service providers? What specific domain expertise is valued?
- How important are global capabilities?
- Who are today’s leading DPO service providers? Who will be leading DPO service providers in the future?

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