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# ProcessFlows

NEWS RELEASE

24/05/2011

## **ProcessFlows shows early success with new Business Process Outsourcing (BPO) business model**

Winchester based ProcessFlows launched their BPO services at the beginning of 2011. BPO - the process of hiring another company to handle business activities for you - provides customers with an alternative way of managing their business processes to the more traditional implementation of on-premise hardware and software solutions.

Since its launch, ProcessFlows has signed substantial contracts to provide outsourced services for companies wanting to cost effectively improve their business processes, which impact customer service levels; but they are not able to make any capital investment to make this happen.

Recently signed BPO customers include Eurojobs, a large European jobsite operator and Oasis Medical, specialists in Healthcare Informatics solutions.

ProcessFlows delivers its 24x7x365 services from an EU Service Desk based in Bulgaria. A Nearshoring facility like this, rather than Offshoring to an operation in Asia, is more convenient - time is more in line with UK working hours and the language skills of operators are good.

This early success is no surprise to Managing Director, Chris Thompson: *"When you need additional resources for helpdesk, data entry, telemarketing and server monitoring, appointing a third party such as ProcessFlows to deliver budget conscious 'pay as you go' services specifically tailored to your business, makes sound economic sense."*

For further information on ProcessFlows BPO, go to <http://www.processflows.co.uk/client-services/business-process-outsourcing/nearshoring>

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