



## **BPO INTERNATIONAL**

### ESTABLISHING A PARTNERSHIP TO SUPPORT GROWING DEMANDS

BPO International is the largest privately owned finance, accounting, and HR BPO company in the Philippines. Located in Manila, the company has over 100 prominent local and multinational clients. To provide them trustworthy, 24x7 services, BPO International relies on fast issue resolution from SAP® Enterprise Support services.

#### QUICK FACTS

##### Company

- Name: Business Process Outsourcing International Inc. (BPO International)
- Location: Manila, Philippines
- Industry: Professional services
- Products and services: Business process outsourcing (BPO) of finance, accounting, and HR functions
- Web site: [www.bposerve.com](http://www.bposerve.com)

##### Key Challenges

- Support the growing demands of the business as more clients come on board
- Resolve problems fast with guaranteed action for serious issues to minimize downtime
- Continuously minimize risk to ensure continuous operation of client applications
- Achieve operational efficiencies to provide outsourced services at reasonable cost

##### Why SAP® Services

- Close collaboration and continued engagement with SAP
- Protection of mission-critical operations combined with fast and predictable issue resolution
- Access to expert guidance needed to continuously optimize the solution landscape, build up expertise within BPO International's own IT operations, resolve key issues as they occur, and achieve operational excellence based on best practices
- Enable integrated and standardized end-to-end solutions

##### Service Offering Chosen

- SAP® Enterprise Support services
- SAP Active Global Support organization

“SAP Enterprise Support helps us establish operations excellence based on new standards and global best practices. While critical for our internal requirements, more importantly it ensures continuous high-quality systems availability to our growing base of BPO customers using SAP applications.”

**Paul C. Pilao**, President and CEO,  
Business Process Outsourcing International Inc.



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