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INFORMATION TECHNOLOGY FOR CLASS 9

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INTRODUCTION TO ITes INDUSTRY

BPO services

Business Process Outsourcing (BPO) services means performing business operations through an outside service provider. BPO also comes under IT services as IT plays a very useful role in optimising the business performance. The BPO industry is highly organised and hence various kinds of jobs are outsourced in India. India has the expertise in reducing costs with firm control on the quality of the service.

Some of the BPO services are as follows:

- (a) Financial and Accounting Services
- (b) Taxation and Insurance Services
- (c) E-Publishing and Web Promotion
- (d) Legal Services and Content Writing
- (e) Multimedia and Design Services
- (f) Document Management Services
- (g) Software Testing Services
- (h) Health Care Services

BPM industry in India

The IT BPM (Business Process Management) industry has been fueling India's growth. In addition to contributing towards the country's Gross Domestic Product (GDP) and exports, the growth of the IT BPM industry has provided India with a wide range of economic and social benefits which includes creating employment, raising income levels, and promoting exports. It has placed India on the world map with an image of a technologically advanced and knowledge-based economy. This sector attracts amongst the largest investments by venture