



Frequently Asked Questions and Answers (FAQs)

Q: What is Business Process Outsourcing (BPO) and what benefits does BPO offer my firm?

A: BPO essentially allows your firm and your firm's key personnel to focus on its core competency and relieve itself of burdensome, necessary but often repetitive tasks by outsourcing those tasks to a third party business partner that you can rely on to provide that service for your firm for fee – usually based on a per item or transaction fee. A common functional area to consider outsourcing to a trusted business partner is Accounts Payable.



Accounts payable function is generally considered a highly repetitive process, is common across all organizations regardless of size or industry and largely is thought of becoming inefficient when the job functions and systems have been internally developed without the benefit of outside review. As the business grows, so do the payables as does the amount of paper work. To address the problem and not surprisingly, more accounts payables clerks are added to the department, the influx of paper builds and an inefficient and poorly designed business processes naturally begins to spiral out of control without giving much thought to the actual costs being placed upon the organization to support the AP function.

To address the growing people and paper intensive process, outsourcing the AP function to a BPO firm - such as IDT - allows the organization to focus on its core competencies. The organization can leverage IDT's workflow process automation methodologies, its compliance/ERP expertise and business practices, and allows the organization to directly benefit from its technology stack optimized specifically to address the challenges associated with Accounts Payable departments of small to mid-market organizations.

The concepts of BPO can be extended beyond Accounts Payable to other functional areas such as: mortgage processing, new applicant processing, claims processing, lock boxes, Human Resources, back file or paper to digital conversion processes, and many more functional areas.

Have a question that we have not addressed here? Send it to us at: asktheexpert@idt-inc.com and we will respond to you!

Warm Regards,

The IDT Marketing Team
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