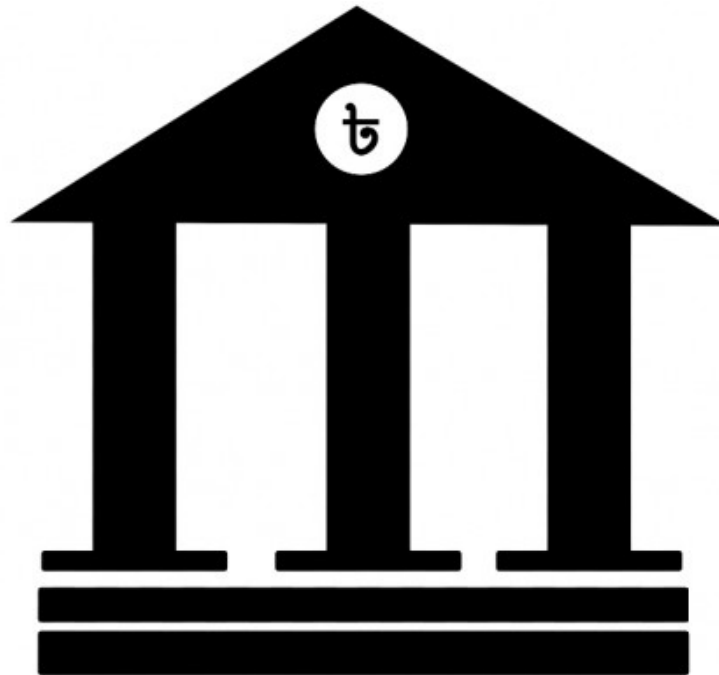


Experts for outsourcing back office by banks to create large-scale employment



Policy makers, bankers and BPO industry leaders favored outsourcing back office by the banks to create large-scale employment, reduce operational cost and increase efficiency.

While talking to this news agency they said if the banks outsourced their back-office activities that would give a boost to the country's BPO sector as well help create large-scale employment.

Moreover, the banks will be benefitted more as their operating cost will reduce and efficiency will improve substantially, they opined.

Citing BPO as prospective sector State Minister for ICT Zunaid Ahmed Palak said the government has been providing policy support to boost the country's fast-growing sector.

"We want to establish paperless office and build cashless society and the BPO companies could help fulfilling both the objectives," he said.

The state minister said three things—mindset, understanding and trust-- are very important to flourish the BPO sector and It's the prime responsibility of the banks to change mindset to outsource their activities as well as Bangladesh Association of Call Center Organizations (BACCO) to build trust.

BACCO President Wahidur Rahman Sharif said country's BPO sector is now generating over US\$400 million revenues from both local and international clients and the sector has created more than 50,000 employments in a decade.

The banking sector holds a great potential for BPO sector which is now more equipped and matured enough to take the opportunity to deliver world class outsourced service support for country's vibrant financial sector, he added.

Director General of BIBM Dr Md. Akhtaruzzaman laid emphasis on providing training to create skill manpower the country's BPO sector.

Meanwhile, the bankers and experts at a strategic discussion and workshop on 'Outsourcing in Financial Service Sector' held at Bangladesh Bank Institute of Bank Management (BIBM) on Tuesday stressed on outsourcing in financial service sector to improve operational performance, reduce operational cost and increase efficiency through better consolidating and centralizing functions.

Outsourcing enable organizations to improve operational performance, reduce operational cost and increase efficiency through better consolidating and centralizing functions, they told the function jointly organized by Leveraging ICT for Growth and Employment of the IT-ITES Industry (LICT) Project, Bangladesh Association of Call Center and Outsourcing (BACCO) and Bangladesh Institute of Bank Management (BIBM).

State Minister for ICT Zunaid Ahmed Palak, Director (Training) of BIBM Dr Shah Md Ahsan Habib, LICT Project Director Md. Rezaul Karim, ndc, LICT Policy Adviser Sami Ahmed and BACCO President Wahidur Rahman Sharif spoke at the function when chairman of Devnet Ltd. A K Mahbub and Associate Professor of BIBM Md. Mahbubur Rahman Alam presented two separate papers on the prospect of financial sector outsourcing.

The bankers and experts put forward set of recommendations to eliminate obstacles on way to financial sector outsourcing and widen scope in the sector.

The recommendations includes change of mindsets of banks to outsource their activities, lack of trust on the companies, update of outsourcing policy to widen scope of banks for outsourcing activities.

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