

THE OUTSOURCING JOURNAL

Independent Publication for
DACH and Global Markets

BPO & BPM

Business Process Outsourcing & Business Process Management

BPM Today - Status Quo and Market Outview

A report by Dr. Clemente Minonne, Zurich University of Applied Science

Business Process Services for the Banking & Finance Industry

t.b.a.

The Market for Business Process Outsourcing

t.b.a.

**CALL FOR PAPERS
SUBMISSION DEADLINE
15.10.2012**

Other topics in this issue:

**BPO for mid sized companies, HR-BPO, finance-BPO, document-
management, procurement solutions, best practices**

Published by:

In co-operation with:

**OUTSOURCING
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German Austrian Swiss Outsourcing Association

zhaw Zurich University
of Applied Sciences
**School of
Management and Law**



Table of content and authors to be announced shortly.

Article submissions (German or English)
are open until 15.10.2012
(Details see page 4)



Über diese Ausgabe

Der deutschsprachige Markt für Business Process Outsourcing Leistungen wird lt. führenden Analysten im kommenden Jahr ein Volumen von ca. 14,4 Mrd. EUR erreichen.

Mit diesem Trend der Auslagerung von Backoffice- und Geschäftsprozessen in Deutschland, Österreich und der Schweiz, erleben wir gleichzeitig einen wachsenden Bedarf an Informationen und Fachwissen zu Business Process Outsourcing und Business Process Management Lösungen, Best Practices, Outsourcing-Standorten sowie an Kontakten zu qualifizierten Anbietern und Beratern.

Diese Ausgabe

Diese Ausgabe richtet sich sowohl an Nutzer von Outsourcingleistungen als auch an Outsourcingservice-Provider. Experten geben Einblicke in den Markt für BPO und BPM, stellen Best Practices

sowie ausgewählte Anbieter und deren Geschäftsmodelle vor.

Nutzer von Outsourcingleistungen in Deutschland, Österreich und der Schweiz erhalten unabhängige Referenzen und Tipps für die Evaluierung von BPM- und BPO-Projekten.

Das Outsourcing Journal

Das *Outsourcing Journal* ist das führende, unabhängige Informationsmedium zu den Themen BPO, ITO und SSC für Deutschland, Österreich und die Schweiz.

Der Deutsche Outsourcing Verband

Der *Deutsche Outsourcing Verband e.V.* ist das führende unabhängige Industrie- und

Wissensnetzwerk in der DACH-Region und liefert über das Outsourcing Journal umfangreiches Fachwissen, Branchennews und Marktinformationen.

Der Verband unterhält darüber hinaus ein breites Netzwerk zu qualifizierten Beratern, Anbietern, Forschungseinrichtungen und unabhängigen Organisationen.



Stephan Fricke

Vorstand sowie
Vorsitzender
des Beirates des
Deutschen
Outsourcing
Verbandes e.V.



CALL FOR PAPERS

Submission Information

Topics, Content, Publishing, Distribution, Submission

This issue of the Outsourcing Journal is focusing on the topics business process outsourcing and business process management in Germany, Austria and Switzerland. The Journal provides independent information about the market for BPO and BPM services, best practices, selected outsourcing destinations, facts and figures as well as legal aspects. Experts provide insights on the outsourcing service industry and on service providers and their business models.

Coverage & Distribution

This special edition is distributed to at least 34.000 people within the DACH countries directly and benefits from a marketing campaign targeting an other 60.000+ people in the DACH region within the IT- & business service industry. Furthermore the journal will be available for free download via our Online-edition www.outsourcing-journal.org

Topics

We are seeking articles and papers covering the following topics:

- Industry specific solutions & case studies
- Market information DACH & Europe
- Business process outsourcing
- Business process management
- Legal and contracting aspects
- Management aspects & business models

Type of content and lengths

Publishing neutral / technical articles is free of charge. Marketing related articles as advertorials are limited and connected to a publishing fee (see advertising information).

Articles and papers should be at least 3 pages and maximum 5 pages long.

Publishing

Articles and papers will be selected for publishing after editorial criteria. They will be included in either this issue or in one of the upcoming issues (depending on editorial criteria). All published articles are including an author's profile and picture.

In addition authors can include (free of charge) a **full profile of their company or organization** (up to 220 words, logo, contact) in the section "Organizations".

Submission

All articles and papers should be submitted latest until **15.10.2012**. Please submit as word document only, incl. 1 paragraph authors profile and 1 picture of the author. If you want to include own picture material please include proper proof of copyright.

Languages: German or English

Publisher & contact

Publisher is the independent (non-profit) German Austrian Swiss Outsourcing Association (Deutscher Outsourcing Verband e.V.). More information at: www.outsourcing-verband.org

For questions please write to the editors office: info@outsourcing-journal.org



In Zusammenarbeit mit:

Zürcher Hochschule für Angewandte Wissenschaften (ZHAW)

Zentrum für Wirtschaftsinformatik (ZWI)

Das Zentrum für Wirtschaftsinformatik (ZWI) der Zürcher Hochschule für Angewandte Wissenschaften (ZHAW) befasst sich mit der interdisziplinären Lehre der Wirtschaftsinformatik, die ihre Wurzeln sowohl in der Betriebswirtschaftslehre als auch in der Informatik hat. Die Leistungen des ZWI sind in folgende vier Bereiche gegliedert: Lehre, Weiterbildung, Angewandte Forschung und Entwicklung sowie Beratungsdienstleistungen.

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die Weiterbildung in der Wirtschaftsinformatik adressieren. Im Fokus der Aktivitäten des ZWI steht die Optimierung von Geschäftsprozessen in Unternehmen durch deren Steigerung von Qualität, Produktivität oder Innovationsgrades.

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Publisher

Deutscher Outsourcing Verband e.V. (German Austrian Swiss
Outsourcing Association r.s.), and The Outsourcing Journal

Editorial office

Stephan Fricke
office@outsourcing-verband.org

Concept, realization & design

OutCome – Communication Agency
info@outsourcing-marketing.org
www.outsourcing-marketing.org

Advertisement contact

info@outsourcing-journal.org

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In Zusammenarbeit mit

Zürich University of Applied Science, School of Management and Law
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Deutschen Outsourcing Verbandes e.V.
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Media Data, Partnership & Advertising

This issue will be distributed free of charge among more than 34.000 professionals in Germany, Austria and Switzerland. Further our publications benefit from social media & direct marketing campaigns targeting more than 60.000 professionals (IT-/business leaders in DACH & EU). In addition this issue will be continuously available for download on the websites of the Outsourcing Journal - www.outsourcing-journal.org and on the website of the German Outsourcing Association - www.outsourcing-verband.org/en

Partnership & Sponsoring

We offer exclusive partnership (technical) and sponsoring (commercial) opportunities.

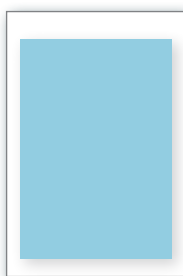
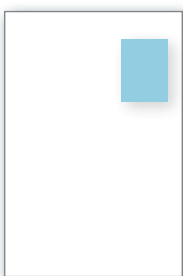
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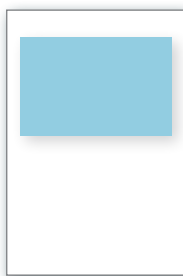
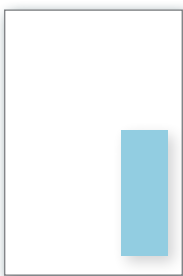
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