

A Boost for Business Process Outsourcing: 1 Jan 2005

Following the recent outsourcing of various businesses & IT functions by the Singapore Airport Terminal Services (SATS) and Singapore Airlines (SIA). Singapore is further poised to get a boost in the area of Business Process Outsourcing (BPO).

Last month, the Infocomm Development Authority of Singapore (IDA) announced that it will inject US\$7.5M (S\$12 million) over the next two years to develop Singapore's BPO industry, particularly in niche high-end services such as Business Continuity and Disaster Recovery (BC & DR) services, research and development in outsourcing technologies and the training of 1,000 ICT professionals in various BPO services by 2006.

Following the September 11 crisis and in light of terrorism, malicious hacking, geopolitical tension and natural catastrophes, the security and resilience of an organisation's infocomm infrastructure have become a day-to-day concern for businesses and management. These events have lead to more businesses embracing BC & DR planning as a key business strategy for their companies. According to IDA, Singapore is well positioned to offer BC & DR services for the region in view of its:

- Strategic Geographic Location
- Pro-business Environment
- Excellent Cable Network & Data Centre Infrastructures
- Business Capabilities & Data Recovery Capabilities
- Standards for BC & DR Service Providers

Singapore is the first country in the world to introduce a Standard and Certification programme for BC& DR service providers. Developed by the IDA and the IT Standards Committee (ITSC), the Standard specifies the stringent requirements for BC & DR service providers. These requirements benchmark against the top practices in the region and stipulate the operating, monitoring and up-keeping of BC/DR services offered.

Seven BC & DR service providers have been certified under the new Standard. They are: Hewlett Packard, IBM, NCS Pte Ltd, and Singapore Computer Systems for the full BC/DR Service Provider category; and Equinix, SingTel Expan and StarHub for the Disaster Recovery Facility category.

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