

By Quang Tuan

The global Business Process Outsourcing (BPO) market is expected to reach total revenue of US\$93.4 billion in 2015, up 5.4% against 2010 (US\$71.9 billion), according to a forecast by the UK-based market research firm Ovum. With the advent of reliable and lower costs for global communication, the Internet and the abundance of skilled labor forces in many developing countries, outsourcing and offshore service have become both feasible and real. India's advantage in information technology (IT) innovation and knowledge services has been challenged by other emerging rivals.

Opportunities

According to a newly published report by the US-based global real estate adviser Cushman & Wakefield, Vietnam has made its way to the top in the list of the world's top BPO locations for the first time when it comes to costs, risks and operational conditions. In recent years, Vietnam has become one of the world's largest software exporters and has already grown to the second biggest BPO and IT outsourcing destination for Japan behind only the Philippines. Furthermore, HCMC, Vietnam's economic hub that contributes over 20% to the national gross domestic product (GDP), is ranked 17th in the top 100 global outsourcing destinations. Vietnam has benefited from the Government's policies on promoting the country as a top outsourcing destination, including special enterprise zones, tax breaks and grants for tech companies, as well as investments in new software parks and improved IT connectivity.

In recent years, Vietnam's financial services have increased by 7% per year on average. According to the Vietnam Insurance Association, the current revenue of the insurance sector is just above 2% of GDP, while these figures in developing countries in the region often reach 8-10% of GDP (the world's average figure is about 8%), so the growth potential of this sector is still huge. So far, the financial sector is still dominated by banks, with total assets of the banking system accounting for nearly 140% of GDP. The banking



Courtesy of DIGI-TEXX VIETNAM

After 12 years of sustainable development, DIGI-TEXX VIETNAM wants to expand its business

Grasping The Next Opportunity

DIGI-TEXX VIETNAM, a winner of the Top Enterprises Awards 2014 for excellent performances in Quang Trung Software City, is now well prepared to seize all the business opportunities that may come

system remains a reliable source for significant national financial growth in recent years. Capital investment in IT is constantly increasing. This is an important factor for the banking and the insurance sectors to improve service quality and efficient operations, enhance security, create more benefits to customers and help banks minimize expenses.

A BPO service provider can help companies save costs on labor, infrastructure, operation and technology, improve data security with better data management, and have more flexibility and experienced personnel. Businesses can increase focus on their core competencies. Aware of the huge potential of these sectors and with 12 years of experience in BPO business, DIGI-TEXX VIETNAM is confident to be a reliable strategic partner to assist customers to gain added values in their business.

DIGI-TEXX's strategic vision

Faithful to its strategic vision, DIGI-TEXX has been equipped itself with qualified workforce, infrastructure and advanced technologies to provide certified services. DIGI-TEXX goes to great lengths to ensure that customer data is extremely confidential through certified security criteria in line with the ISO 9001:2008 and ISO/IEC 27001:2013. Its NOC system ensures 24/7 monitoring all servers,

the Internet and Intranet status for punctual detection and prevention of unexpected incidents. All employees sign a Non-Disclosure Agreement before start working, audit trails are conducted regularly, and access is restricted to authorized users. Additionally, the performance and security of the servers are regularly checked through penetration testing. Company's qualified, trained and experienced professionals have efficient and accurate performance. They know the arising issues and optimize the processes with high flexibility, scalability and fast response to meet the demands of particular customer. Data processing platform, DIGI-SOFT and advanced in-house software developed by its own team are typical example of the continuous application of advanced technologies in BPO business.

"Starting as an offshore BPO service provider in Vietnam from the very first time this service arose in Vietnam, after 12 years of sustainable development, we not only expand our network cooperation and the number of employees, but also diversify service portfolio for diverse markets and sectors. The more opportunities we have, the more challenges we get, but we are willing to innovate to lead the charge in BPO market," said Nguyen Thi Phuong Thao, CEO of DIGI-TEXX VIETNAM.