

# Business Process Outsourcing Services

# iSpace

## Vertical Services

- Provider Revenue Cycle Management Services
- Pharmacy Benefit Management Services
- Property and Casualty Management Services
- Workers Compensation Management Services
- Warranty Services

## Shared Services

- Finance & Accounting Services
- Document Management Services
- Supply chain & Logistics Services
- Legal Services

Market Leaders constantly evaluate new opportunities to stay ahead of the competition. Business Process Outsourcing (BPO) solutions from iSpace create such an opportunity. Our portfolio of BPO solutions enables our clients to focus on core competencies, achieve operational excellence and outperform the competition.

In today's fast paced, unpredictable & highly competitive global economy, organizations are challenged with improving operational efficiency & productivity with ever-diminishing budgets. Corporate Management is recognizing that performance improvement is about unlocking value, seizing opportunities and producing consistent results along the way. With that backdrop, many executives find that running the enterprise consumes the bulk of their time and energy. They lack the time and resources to manage non-core, non-critical, resource-intensive processes properly.

Let iSpace help you with these functional areas and processes. Our services are designed to bring control, discipline and domain expertise to our customers' business, freeing them to concentrate on their core competencies.

## Leverage the business process outsourcing advantage

Outsourcing a business process to an expert third party business provider like iSpace can help improve efficiency and productivity, while preparing the organization for market challenges. iSpace BPO & Technology services can help clients:

- Improve operational efficiencies by leveraging best practices
- Improve process efficiencies through technology optimization
- Increase revenues by helping create new ways of servicing a market or performing a specific business function
- Decrease costs and achieve economies of scale through a shared services model
- Reduce overhead





iSpace has a proven track record of delivering value added end to end BPO & IT solutions to Fortune 100 companies. We measure our success by our clients' success and end results. The following separate us from competition:

**Focus on Quality:** We believe that quality is achieved through continuous improvement and performance

excellence. To enhance quality across all aspects of service delivery, we focus on three key areas – People, Process & Technology.

**Process Excellence:** Combining business best practices with industry standards, efficient technology & domain expertise helps us drive process excellence.

**Domain Expertise:** Our subject matter experts bring valuable experience to enhance and fine-tune the work we do with clients who face industry-specific challenges.

**Global Delivery and Enhanced Productivity:** Depending on the process requirements, clients can leverage multiple delivery centers – onshore, near-shore or offshore. Our services enhance ROI through global delivery and productivity enhancements.

**Technology:** BPO services combined with technology expertise deliver bottom line benefits to our clients. Effective use of proprietary and commercial applications, architecture, and world-class alliance partners drive better bottom line results.

**Significant Client Base:** We currently service corporations in the Global 1000 list with strong and referenceable relationships.

**Management:** iSpace is supported by a seasoned team of professionals experienced in building world class companies & solid relationships with clients.

iSpace is a global services company focused on Information Technology and Business Process solutions. Our solutions are centered in four areas - Consulting, Outsourcing, Staffing, and Software Products. Specializing in Healthcare, Insurance, Entertainment, Automobile and Financial Services, we work with Fortune 1000 companies throughout the United States. Our commitment to customer satisfaction is reflected in the fact that over 90% of our client base have remained with us for over 5 years.



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