

2-Day Training Program for BPOs

Discovery & Due Diligence

Who we are

Artha Shastra is a boutique consulting firm started by banking and BPO professionals who pioneered the banking-BPO industry.

Why attend

An effective discovery/due diligence exercise is essential to create a winning solution. But because service providers and service buyers do not often understand each other's needs and capabilities, the right question are not asked and the right answers are not provided. This results in many hours and dollars spent on information that is of little use to either the buyer or the supplier. Result? The proposed solution is short on detail and short on quality—and results in a lost prospect or customer.

Artha Shastra can help you skill your team. Our training programs are conducted by experts who pioneered end-to-end process outsourcing. They have immense experience in crafting winning solutions and winning business through effective, comprehensive ,and internally consistent solutions.

Who should attend

Senior to middle level professionals in sales, account management, sales support ,and transition management

What we do

Artha Shastra training programs are two-day workshops designed for 15-18 member competing teams. The industry agnostic methodology uses a mix of theory, real life experiences and an Artha Shastra provided simulated real-life case.

Competing teams will be taught the details and components of a comprehensive discovery exercise and how to translate it into a business case. Whether you are a call center seeking to grow into the transaction BPO space, or a full service BPO firm looking to differentiate your offering, this workshop can help you build a better solution.

Who are the trainers



Shammik Gupta, MBA, IIM-A, Managing Partner, Artha Shastra. Formerly with Infosys BPO, Soc Gen, Citibank.



Naresh D'Mello, MBA, Stern School of Business, COO, Artha Shastra. Formerly with Infosys BPO, Infosys, PwC, Arc Partners.

Topics & Objectives

Day 1
Data Collection & Assessment

- Developing a view point – opportunity scope & sizing
- Using the Risk Mobility Matrix – sequence processes in scope
- Validate sequencing & timelines - discussion formats
- Business case inputs
- Initial Transition plan

How to use the organization chart to list down scope. How to analyze processes based on their risk & mobility & obtain client buy-in. What inputs to collect for developing the business case. How to draw a transition plan based on critical parameters that include complexity & adjacency.

Day 2
Building The Case

- Drawing the overall business case - tying it up together
- Developing a pricing model
- Identifying re-engineering opportunities
- Real-life simulation: Identify scope & size & build a business case & pricing solution based on the same
- Artha Shastra and client feedback

Identify costs involved to depict potential expenditure & savings. How to analyze current cost structure to derive offshore pricing & transaction costs. Identify potential re-engineering that can be introduced to the solution

Request a workshop

Artha Shastra training programs are customized for individual companies. For more information on scheduling, logistics and pricing, please contact:

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