




Business operations, efficiency, & outsourcing report





Outsourcing is **trending upwards** for business operations and efficiency

Outsourcing is here to stay and is a growing component of business operations for companies around the globe. In fact, **68% of US companies outsource** (Outsource Accelerator) and **global spending on outsourcing looks like it will hit \$731 billion in 2023** (Deloitte).

To give you a better understanding of **the relationship between business operations, efficiency, and outsourcing**, we've created this report to break it down by the numbers.

90%

of the world's Fortune 500 companies have **multiyear business process outsourcing (BPO) contracts** (Kearney)

54%

of companies globally **use outsourcing support teams** to connect with customers. (Fortunly)

Business operations & outsourcing overview

70%

of companies globally outsource to **reduce costs** (Deloitte)

65%

of companies globally say **outsourcing enables them to focus on core business** functions (Deloitte)

44%

of Chief Intelligence Officers mention that they are now **more likely to hire outsourcing suppliers** than they were just five years ago. (Fortunly)

The connection between employees and efficient business operations



58%

of employees **stay with a company longer than 3 years** if a structured onboarding program is in place.



50%

of executives **identify talent acquisition as a top internal challenge** in meeting their organizations' strategic priorities. (Nelson Hall)



77%

of remote workers **get more done in fewer hours.** (Connect Solutions)

Inefficiencies and challenges related to business operations

\$70B

is the **average cost of employee turnover**, which has doubled since 2009. (Kearny)

 **30%**

of company **revenue is lost each year due to operational inefficiencies.** (IDC)

 **38%**

of **new hires resign within a year.** (Work Institute)

How to properly measure operational efficiency for your business

$$\frac{\text{Operating Expenses} + \text{Cost of Goods Sold}}{\text{Net Sales}} = \text{Operational Efficiency}$$



NOTE: An operational efficiency ratio of 50% and below would be considered good.

The **impact of outsourcing** on business processes and operational efficiency



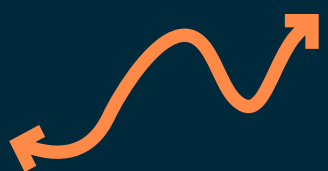
15%

of **company costs are reduced** (on average) through outsourcing. (ISO)



78%

of businesses worldwide **feel optimistic about their outsourcing partners.** (Fortunly)



65%

of companies say **outsourcing helps improve core business functions.** (Deloitte)

Boost **business operations** with Influx.

Improve your operational efficiency with a complete support ops team that works as your first line of defence. Build a flexible, full-service team with all hiring, onboarding, training, and management included. Save time and resources for your business and give your internal team time back to focus on growth.

Whether you need an extra layer of support with dedicated agents or help knocking out back office tasks, our experienced, on-demand teams are ready to help. Launch in as little as one week with simple month-to-month pricing and no lock-in contracts.

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5x

growth with
full flexibility

24%

improvement in existing
customer review ratings

89%

single touch resolutions
to drive growth

