



Managed Solutions - RNH-BPO

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What is Business Process Outsourcing? (BPO)

Before determining if our BPO solutions are appropriate for your business, let's quickly review some of the facts!

Business Process Outsourcing (BPO) is a subcontracting tool many businesses are using in order to maintain their core focus of delivering quality services via involvement from a third party vendor. There have been noteworthy advances in technology practices making it possible to deliver exceptional quality services and provide business owners with the capability to focus on what's important, the growth and success of their overall operation.

RNH-BPO staff are all located onshore and work within the United States to ensure that we deliver exceptional information technology-enabled services in a timely and efficient manner to our clients. Some examples of the specific services we assist with are:

- Back-office data review and reporting: Establishing or utilizing your current HCM in order to provide your desired analytics to drive efficiency to your business
- Payroll administration: Consistent review of your time and attendance, scheduling, and payroll data to report on any discrepancies and follow through to resolution on behalf of your staff
- Tax report auditing: Regular review of payroll data to ensure state and federal tax payments and filings are handled appropriately by your payroll provider
- Back-office HR functions: Establishing or utilizing your HCM platform to handle any of the administrative burden during all stages of the employee lifecycle.

How Can it Benefit My Business?:

- Top 5 reasons businesses consider outsourcing:
 - Reduce or control costs (44%)
 - Gain access to specialized resources unavailable internally (34%)
 - Free up internal resources (31%)
 - Improve business of customer centric focus (28%)
 - Accelerate company transformation/growth (22%)

(Sources cited on the last page)

Breakdown of the Benefits:

Decrease Costs:

Outsourcing provides your business the ability to limit the cost for in-house labor, in many cases by consolidating the functions of several positions to the BPO. Areas where you will gain efficiency are with training and staffing, as well as for work space that would be needed to accommodate employees. Essentially, you gain a valuable asset by bringing in personnel without taking on the typical hiring costs or permanent overhead associated with employee management.

Focus on Key Business Functions:

Outsourcing provides you and your business to spend time on the things that matter to the core process. When you've set up a successful outsourcing relationship, you won't have a need to carve out time on a daily basis to focus on back-office administrative functions (e.g. - payroll administration). As a result, you'll have more time to focus energy on maximizing your overall growth. As a business owner, this can be a critical need in order to be able to shift focus towards improving customer satisfaction and increasing your revenue. Additionally, you'll have the ability to free up your most valuable resources to shift focus to the areas that add the most value to your business.

Utilizing Specialized Resources:

The benefit to having skilled experts handling your daily functions not only brings about the peace of mind that your business is handled with care, but introduces the ability to establish a strong advisor presence for you to keep in your back pocket. In an ever changing environment of technological advancements, facilitating regular discussions with our BPO can provide the capability to introduce ongoing breakthroughs to your business and deliver world-class service to your clientele base.

Why Choose RNH-BPO?

RNH-BPO is a privately run organization built to grow alongside our clientele. Unlike other BPO services that are modeled to support global-scale enterprise business or customer service staff augmentation, we want to establish an ongoing and successful relationship with our clients with a focus on strategic business development. Our goal is to utilize that relationship with you in a transparent manner to keep you updated every step of the way. It's through valuable partnerships that we intend to grow and expand upon the services that our specialized group can offer and be an integral part of helping your business evolve! This flexibility makes it possible for us to gain a solid understanding of your most critical needs, do our due diligence, and provide a realistic recommendation catered to your needs.

How Do I Get Started?

It's simple! Just visit RobinsNestHub.com and click on the 'Managed Solutions' link in the navigation bar. Fill out the form at the bottom of the page with as much detail about where we can help and our consultants will follow-up with you to set up time to discuss further and provide a quote for our services. We look forward to working with you.

Come fly with us!

Sources:

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