

Introduction to IT-ITES Industry.

- 5) Ans. → Contributes to the country's GDP and exports.
- It growth has provided India with a wide variety of economic and social benefits which includes creating employment, raising income levels, and promotion exports.
- Placed India on the world map with an image of a technologically advanced and knowledge based economy.

1) Ans. Information Technology (IT) means creating, managing, storing and exchanging information. Information Technology that enables the services by improving the quality of service is Information Technology enabled services (ITES).

2.) Ans: ITes provide a wide range of career options that include opportunities in all offices like call centres, payrolls, logistics management, revenue claims processing, medical billing, coding, medical transcription, legal database, bank office operations, content development, BPOs, web services and Human Resource services, etc.

3.) Ans: Business Process Outsourcing services means performing business operational through an outside service provider. It is helpful in today's world as it enables business owners to reduce the burden of work and concentrate on other core aspects of their operations.

Q4) What are the BPO services?
Ans -> Financial and Accounting services

-> Taxation and Insurance Services

* E-Publishing and Web promotion
-> legal services and content writing.

-> Multi-media and design Services

-> Software testing services and

-> Health care services

6.) -> BPO service providers in India invest in hi-tech hardware and software to deliver the best of services. They follow quality checks to ensure error free and exceptional services.

-> Govt of India is encouraging

The BPO Industry in India
by providing necessary
infrastructure and logistical
support.

-> BPO Industry in India is
highly developed and capa-
-ble of delivering numerous
types of BPO services in
exceptional quality.

7.8 -> Sector the organisation
is serving

-> Type as well as range
of offerings the organisation
provides

-> Geographic spread of
operations

-> Revenues and size of
operations.

- 8.) Multinational Companies have their head quarters outside India but operate in multiple locations world-wide including those in India. They cater to external client.
- 9.) JSPO started with their operations in India. Most of these organisations have their headquarters in India while having office in many international locations.
- 10.) GIC organisations cater to the needs of their parent company only and do not serve external clients.