**BPM Companies in India – 6th Feb,2021**

The concept of business process management (BPM) has been around for centuries, first being used during the industrial revolution. The dawn of computer technology brought the framework for business process management companies as we know it today, focusing on task efficiency, quality management, and continuous flow. However, it’s only been in recent years that we’ve seen the technology change into what we know it as today. With the ability to generate complex computer applications, companies have begun to understand the benefits of using BPM to change quickly and inexpensively. Today, these tools have evolved to become fully scalable, visual, mobile, and integral platforms providing organizations with process insight and control like never before.

Business process management (BPM) is how a company creates, edits, and analyzes the predictable processes that make up the core of its business. Each department in a company is responsible for taking some raw material or data and transforming it into something else

The IT-BPM industry in India accounts for 55% of the total global outsourcing market. In India, it accounts for more than 45% share, which is the largest, in total services export. The IT-BPM industry in India constitutes 8% of India's GDP. ... Indian IT & BPM industry is expected to grow to USD 310 Bn by 2025.

A process is usually defined as a set of activities or tasks that are linked together based on conditions. ... Examples of processes that might be designed and improved using BPM software include: Employee onboarding. Expense reporting.

If you're passionate about making a company the very best that it can be, you'll become a natural business process management professional. The good news is that by reading this article, you're already on the right track. If the traits above describe you and your career goals, a BPM certificate program is an excellent fit.

BPM is considered the bridge between information technology (IT) and business because of its focus on and control over complex IT processes.

The largest BPM segment is finance and accounting, which is expected to be surpassed by analytics in 2021. The growth of the analytics category leads to increased outsourcing for BPM in retail, shipping and logistics, and consulting and professional service categories. Another leading BPM category is customer interface series. The healthcare category is growing due to American demand created or accelerated by Obamacare. Other segments in which Indian companies are prominent include help desk and incident management, change management, infrastructure management, bug and issue tracking, IT procurement and requisitions, project planning and budgeting, and IT audit and compliance. Business process as a service utilizes cloud technology to improve BPO. Mobility, social media, complex-event processing, and analytics comprise intelligent BPM, which seeks to combine traditional methods with modern data to better understand customer expectations and patterns.

Domestic & Foreign Companies  
India has the world’s largest number of IT-BPM firms, more than 16,000. 80% of the IT-BPM revenue comes from 135 large and mid-sized companies.

Top domestic BPM companies and their services include:

* Genpact Ltd. – finance and accounting, human resources, procurement, legal, media, and IT infrastructure.
* Tata Consultancy Services Ltd. – finance and accounting, customer management, analytics, human resources, procurement, IT, cloud, and engineering.
* Wipro BPO – human resources, procurement, order management, knowledge processing, finance and accounting, technical and research/analytical services, and customer relationship management.
* Infosys BPO – IT platforms, customer relationship management, finance and accounting, human resources, legal processing, sales, and procurement services.
* Aegis Ltd. – a branch of Mumbai-based Essar Group; finance and accounting, human resources, spend management, customer relationship management, and engineering.
* WNS Global Services (P) Ltd. – customer relationship management, finance and accounting, legal, procurement, analytics, risk management, and transformation services

Top foreign BPM companies and their services include:

* Serco Global Services (U.K.) – contact center services, back office, finance and accounting, knowledge services, and counseling.
* EXL Services (New York) – collections, transaction processing, finance and accounting, customer relationship management, and legal processing.
* Convergys (Ohio) – customer service, technical support, back office, outbound, sales, collections, relationship management, analytics, service channels, home agent, and customer interaction technology.
* Accenture (Ireland) – procurement or human resources across strategy, digital, technology, and operations platforms.
* Concentrix (California) – analytics, quality assurance and analytics, computer telephony integration, CCSI, knowledge management, and collections.
* Sutherland Global Services (New York) – business transformation, knowledge services, front office, services, back office services, and technology-enabled services

**BPO vs. BPM**

Business process outsourcing (BPO) is a form of BPM. It is a cost-saving technique that involves contracting business tasks to a third party. NASSCOM, an Indian IT-BPM non-profit organization, is attempting to rebrand the BPO segment as BPM. BPM expands on BPO, involving the observation and rearrangement of a company’s systems. The main objective of BPM is to improve a company’s efficiency, which requires long-term evaluation and strategy. BPM also focuses on providing for consumers without relying on labor arbitrage. Unlike BPO, it is not limited to outsourcing.

Intelligent BPM suites (iBPMS) can choreograph complex styles of work, automate operational decisions while also allowing humans to use their judgment, manage complex events, and provide advanced analytics to assist with intelligently orchestrating business processes. Today’s iBPMS market is an evolution of the BPMS market, which has brought new developments such as the integration of Internet of Things (IoT) technology, advanced analytics, and an increased interest in Robotic Process Automation (RPA).

Selecting the best BPM company to work with can be a daunting task, and we’re here to help. That’s why our editors have compiled this list of the 24 best business process management companies to consider if you’re looking for a new solution.