

Key Traits of **OFFSHORE BPOs**

SECURITY & COMPLIANCE

- ☐ Securely handles sensitive data
- ☐ HIPAA-compliant
- ☐ GDPR-compliant
- ☐ Follows all industry-specific guidelines and regulations

CONTEXTUAL CAPABILITIES

- ☐ Multilingual capabilities at reduced costs
- ☐ Mitigates cognitive biases through continuous training
- ☐ Understands industry-specific context
- ☐ Understands cultural context

TOOL COMPATIBILITY

- ☐ Seamless custom integrations with existing technology
- ☐ User-friendly interfaces
- ☐ Smoothly handles large amounts of data
- ☐ Ensures accuracy via performance tracking

WORKFORCE TRAINING

- ☐ Training plans align with goals and values
- ☐ Experience boosting speed to proficiency
- ☐ Tracks relevant performance metrics
- ☐ Implements continuous training for measurable improvement