

Cloud Computing in Business Process Outsourcing (BPO)

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Abstract: *The increasing adoption of cloud computing is driving rapid transformations in the IT services industry, including Business Process Outsourcing (BPO). Traditionally, businesses have relied on third-party vendors to manage their IT-related services. However, the shift toward cloud-based solutions is reshaping global IT outsourcing practices. This study aims to explore the evolution of traditional IT services while comparing cloud computing with global IT outsourcing.*

Cloud computing operates on a pay-as-you-go model, transitioning IT expenditures from capital investments to operational costs, thereby enhancing system agility and cost optimization. This paradigm shift has compelled organizations to reassess their infrastructure strategies, optimize IT spending, and improve overall business flexibility. As a result, cloud computing is significantly impacting IT outsourcing, altering the way businesses procure and finance IT services. Service providers must adapt to this new computing model to remain competitive in the evolving outsourcing landscape.

This study provides valuable insights for both researchers and industry professionals in the fields of cloud computing and IT outsourcing. By examining the transformation of IT services and the interplay between cloud computing and global outsourcing, this research contributes to an emerging and relatively unexplored area, offering a foundation for further studies and practical applications..

Keywords: Information technology, cloud computing, SaaS, PaaS, IaaS, global outsourcing, outsourcing