

NOVEMBER 2020

NEWS & INSIGHTS

From Viaante Business Solutions



CONTEXT



WELCOME TO VIAANTE'S MONTHLY NEWSLETTER.!

Greetings from Viaante Business Solutions!

We are happy to release our very first Newsletter. The purpose of this Newsletter is to keep everyone updated about the latest insights of business.

This Newsletter will have all the News about what's happening in Viaante, upcoming events and occasions and all the other major updates about the Market.

QUICK UPDATES

- Viaante completes 8 years in 2020
- Introduced new service line: Telemedicine
Billing Services
- Commencing the offices soon

8 YEARS OF VIAANTE

Viaante completed 8 years of journey in providing valuable services to clients across the globe.

All because of the efforts of Viaante's teams for working hard and for being an essential part of Viaante's success.

VIAANTE'S INSIDE NEWS

- Since March, 2020 we have been working from home due to the Covid-19 pandemic. We have **no backlogs and are current on all projects.**
- We are currently 100% Work From Home and we are planning to get functional this month onwards.
- **5 new partnerships** during the lock down and we continue to add new accounts in spite of non-existent lead generation team and virtually impossible to get new prospects to respond to call or on emails.
- **July'20-Sep'20 has been one of the most successful quarter** for Viaante in terms of number of closures and all accounts signed up are growth accounts.
- **Telemedicine Billing Service Line is been introduced** to Healthcare Provider services.
- Planning to increase the outreach for **F&A services and IT services in Europe.**



OCCASIONS & EVENTS

- 13 November: Dhanteras
- 14 November: Diwali
- 16 November: Bhai Dooj
- 26 November: Thanksgiving Day
- 27 November: Day After Thanksgiving Day
- 30 November: Guru Nanak Jayanti



DIWALI CELEBRATIONS AT VIAANTE

To celebrate the spirit of festivity, Viaante has come up with exciting activities for all.

- **Rangoli Making Competition**
- **DIY Lantern Making Competition**
- **DIY Thali/Diya Making Competition**
- **Character Portrayal**



PARTICIPATE & WIN PRIZES

BPO MARKET NEWS

Healthcare BPO (Current size: USD 211.57 billion)

As per the report, the size of the global healthcare BPO market is projected to grow **USD 337.8 Billion by 2025** from USD 211.57 Billion in 2020.

- The claims management segment dominated the market and held the largest market share of 14.27% in the year 2019
- The revenue cycle management segment is anticipated to show the highest growth of 7.08% during the forecast period 2020-2027

IT BPO

The global IT outsourcing market was valued at **USD 333.7 billion in 2019**, and it is **expected to reach USD 397.6 billion by 2025**, registering a CAGR of 4.5%, during the forecast period (2020 - 2025). With digital transformation, organizations have become dependent on the success of creative applications and extensions that IT could provide. More certainly, IT has become a key competitive edge for most of the organization.

- In 2019, North America accounted for the largest share of the global business process outsourcing market and is anticipated to register substantial growth over the forecast period.
- This growth is ascribable to rapid proliferation of IT and telecommunication sectors in U.S. For instance, in 2019, the IT and telecommunication segment in U.S. held the largest market share exceeding 30.0%
- India has been considered as one of the most mature global IT outsourcing destinations with a wide range of options. The country has been working in

this direction for more than 25 years and has maintained its dominance among the top IT outsourcing destinations since then.

- With the demand for skilled software developers on the rise, IT outsourcing companies based out of the country are rapidly expanding their operations all over the world. The cost factor and talented skill pool have played a key role in assuring the dominance of the country in the market. This has also led to the average developer hourly rate in India to hover around USD 30.

OUR LATEST BLOGS



<https://www.viaante.com/2020/11/10/role-of-telemedicine-post-covid-19-pandemic/>



<https://www.viaante.com/2020/10/27/data-management-in-post-covid-world/>

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