

5/11/2005 DDC HRO Says BPO Security and Success Driven by Location, Staffing and Management

FOR IMMEDIATE RELEASE

(New York, NY) May 11, 2005 - DDC HRO, <http://www.ddchro.com> [a leading global provider and enabler of human capital BPO solutions] and part of the DDC Group of Companies, today highlighted the issue of data security in BPO engagements and offered some practical advice to prospective BPO buyers on the critical role that a provider's location, staffing and management commitment play in protecting their clients' outsourced business activities.

With the rapid growth in global BPO activity, some offshore organizations are experiencing levels of staff turnover that are far higher than what most onshore businesses would typically tolerate. But, as DDC points out, the most problematic issue that lurks behind this level of staff turnover is the client-critical issue of data security. The inherent risk in staff turnover is that control is lost and the business knowledge and data once handled by an employee becomes vulnerable to abuse. Yet, observes DDC HRO, the link between turnover and security seems to have been downplayed by many BPO providers and under-estimated by BPO buyers alike - who continue to outsource critical business activity to providers with high turnover.

Drawing on over 15 years of offshore data processing experience, DDC has a particular perspective on helping companies to avoid the security breaches and incidents now being experienced by others. From its inception, DDC has keenly focused on the issues of location, staffing and local management techniques - viewing these as critical factors in staff turnover and directly linked to the potential for employee-driven data incidents. While DDC incorporates a wide range of state-of-the-art electronic, physical and procedural security measures at its BPO facilities, the well-being of staff and good management remain key sources of defense against the threat of security breaches.

"BPO is largely a people business. At DDC, our people, their morale and well-being are a high priority - and there's a good business reason for that. If you look after your staff, they will look after you. Get the basics right, and the rest follows," says David Kinnear, President & CEO of DDC HRO.

On advice to prospective BPO buyers, he adds: "Companies interested in both productivity and security need to be looking for lower turnover locations such as the Philippines, which is culturally and organizationally well-aligned on these critical issues - and working with experienced providers such as DDC who prioritize the well-being of their staff. It's a worthwhile investment."

About DDC HRO DDC HRO is part of the DDC Group - a privately held portfolio of companies, providing human capital BPO solutions and data processing solutions for forward-thinking companies worldwide. With a multi-disciplinary staff of over 3,500 (primarily in DDC's client support centers in the Philippines), DDC is a leading provider of comprehensive onshore and offshore business process outsourcing services, combined with mission-critical technology solutions, strategic consulting and onshore relationship management.

You can learn more about DDC HRO and the DDC Group of Companies at: www.ddchro.com

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