

South Africa's BPO Service Advantage: Becoming Strategic in the Global Marketplace (Technology, Work and Globalization)

Leslie P. Willcocks, Mary C. Lacity, A. Craig



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Since 2007, South Africa has been one of the world's upcoming Business Process Outsourcing (BPO) offshore destinations. This book is based on the authors' most recent research into high performance BPO globally and new research streams specifically on South Africa.

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