ACKNOWLEDGEMENT

Business process outsourcing is one of typically business model that already popular at most of international company in the world. With this thesis I want to explore and research what are the factors that impacted to the decision to using business process outsourcing and going to deeper analysis to the key success factor of the outsourcing process.

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Researcher,

Agus Sulistio
ABSTRACT

Outsourcing process at Indonesia’s telecommunication industry is a new business model especially for critical business process such as network operation process which rarely client want to outsource there core competence to vendor, but from business perspective it should be an advantage to reduce the operational cost that client expense and get the efficiency at the whole business process. At this thesis it would be some research regarding the business process outsourcing at telecommunication industry.

Keyword: Outsourcing Process
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