



IT Enabled Services - The Technology Transformation



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IT Enabled services (ITES), also called web enabled services or remote services or Tele-working, covers the entire gamut of operations which exploit Information Technology for improving efficiency of an organization. These services provide a wide range of career options that include opportunities in call Centres, medical transcription, medical billing and coding, back office operations, revenue claims processing, legal databases, content development, payrolls, logistics management ,GIS (Geographical Information System), HR services, web services etc. Business strategy formulation, Strategic IT planning, Enterprise IT architecture, IT service management strategies, IT enabled web services and current trends in ITES are covered in this book.

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