

Business process management (BPM) services

Nash
Tech.

Generate measurable business value through scalable offshore business process management services and technology-driven automation that enable you to reduce costs, optimise operations and accelerate digital transformation

Efficient business process management (BPM) services are vital for global enterprises looking to reduce operational costs, improve productivity and ensure compliance in highly competitive and fast-moving markets.

Our BPM outsourcing services deliver scalable offshore support with integrated technology that enables your organisation to automate, manage and streamline high-volume, repetitive and complex business processes. Key use cases include data management, customer service, claims

processing and artificial intelligence/machine learning (AI/ML) training services.

We offer a unique combination of deep domain expertise, a proven global delivery model and cutting-edge technologies such as generative AI (GenAI), robotic process automation (RPA) and ML. In addition, our approach enables you to fund automation through immediate process savings, accelerating your digital journey and enabling your teams to focus on core business priorities.

Key client challenges



Lower operational costs

Manual, labour-intensive processes make it difficult to achieve cost efficiency and scalability without BPM, especially for organisations with global operations.



Eliminate inefficiency and bottlenecks

Manual workflows create bottlenecks, delays and errors. These issues limit productivity and increase time-to-market.



Mitigate compliance risk and improve data quality

Poor data quality, fragmented systems and evolving regulations (GDPR, EU AI Act) expose organisations to compliance risk.



Remove barriers to scale and innovation

Rapid business growth, new product launches or AI initiatives often outpace internal capacity.



Gain access to skilled talent

Finding and retaining skilled professionals – especially those with multilingual capabilities – is difficult and expensive.

Case study:

Leading electronics manufacturer cuts processing times and improves accuracy with automation

Industry: Manufacturing

A leading electronics manufacturer, challenged by fluctuating data volumes for e-invoices, deployed NashTech RPA solutions to cut processing times and improve accuracy. This automation allowed the client's team to focus on strategic tasks rather than manual checks, such as investigating non-standard scenarios.

- **99% accuracy** for 40,000 invoices processed per month
- **78% reduction** in the time taken to verify invoices
- **67% of all validation activities** handled autonomously

Solve your talent gaps and enable seamless global operations with our business process management services



Multilingual, 24/7 offshore delivery

Our Centre of Excellence in Vietnam provides round-the-clock support in 28+ languages, solving talent gaps and enabling seamless global operations.



Human-in-the-loop AI training

Combining human expertise with AI, we provide high-quality, bias-free training data for AI/ML models, supporting innovation while mitigating compliance and ethical risks.



High-accuracy data management

We deliver 99%+ accuracy in data processing, validation and master data management, ensuring compliance and supporting critical business decisions.



Flexible, scalable resource models

Our delivery model adapts to changing business needs, supporting rapid scaling for new projects, peak periods or business growth without compromising quality.



Advanced automation (GenAI, RPA, ML)

We deploy GenAI and RPA to automate repetitive tasks, reducing manual effort by up to 70%.

Fuel growth with automation and process optimisation

Many organisations continue to seek ways to reduce operational costs, improve the quality of their products and services and meet evolving regulatory mandates while driving digital transformation. However, they often lack a clear, low-risk path to addressing these challenges at global scale. This is where NashTech can help.

- **Faster speed-to-market**
Our automation and process optimisation accelerate delivery cycles, enabling clients to launch products and services faster and respond rapidly to market changes.
- **Data-driven efficiency**
We provide actionable insights and high-quality data, increasing productivity, reducing errors and supporting better business decisions.
- **Enhanced user experience**
24/7 multilingual support and improved process accuracy lead to higher customer satisfaction and loyalty.
- **Balanced innovation and risk mitigation**
By combining advanced technology with robust governance, we help you innovate safely, ensuring compliance and minimising operational risks.
- **Increased revenue and profitability**
Up to 50% cost reduction and improved operational efficiency frees up your resources for strategic growth and innovation.

Specific BPM use cases for the dynamic digital economy

Our specific use cases demonstrate our expertise in combining human intelligence with artificial intelligence to optimise processes and drive business value.

- **Intelligent data management.** Combine manual processes with GenAI enhancements to achieve up to 99% data accuracy while reducing operational costs by up to 50% with comprehensive data collection, validation and master data management services.
- **AI-powered customer service.** 24/7 omnichannel support enhanced by AI chatbots and natural language processing.
- **Digital content management and eCommerce support.** Our services include product data validation, image quality assessment and virtual retail experiences AI optimisation.
- **Intelligent process automation for finance and HR.** We deploy GenAI, RPA and machine learning to automate and modernise legacy systems in finance and HR processes.
- **Compliance and risk management.** End-to-end AI auditing and ethical AI certification supporting compliance with regulations like GDPR and the EU AI Act.

Contact us

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