

ing pools, gyms and gardens.  
"Tenants have become signif-  
icantly more discerning, creating

The growing economy, pay in-  
creases and new jobs will con-  
tinue to feed the demand for

rice sector continues to be out-  
stripped by the new supply  
coming into the market.

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## SMEs, family businesses 'will benefit from BPOs'

**Our Correspondent**  
Muscat

Business process outsourcing (BPO) will help small and medium enterprises and family businesses run more efficiently, said Mohanbir Sawhney, McCormick Tribune Professor of Technology at Kellogg School of Management, at a seminar organised by Infoline at Shangrila's Barr al Jissah Resort and Spa on Sunday.

Speaking at the seminar, Sawhney said that the idea of business process outsourcing in Oman is still at a very nascent stage as compared to the West. "Perceptual and cultural barriers still exist in Oman. The fear for



Mohanbir Sawhney

data security and lack of trust in third party makes it quite difficult for BPO companies to operate in the sultanate. People should be made aware that in today's networked and global business environment, enterprises need to

focus on their core competencies, while outsourcing the non-core activities to partners."

Sawhney also said that outsourcing non-core activities will help the business put more focus on managing customer support and relations. "BPO can help a company become more agile, reduce costs, and enhance innovation. Employees do not need to deal with non-core processes and can invest more time and energy in building the firm's core business. Lower costs results from the improved efficiency provided by BPO specialists and by reduction in fixed asset costs."

Non-core business activities like accounting, payroll, managing human resources etc can be

easily be taken care of by the BPO companies on a better scale with reduced costs. "It is the responsibility of the BPO company to gain trust of the people and assure that the company's data is secured with them," he added.

The organiser, Infoline is itself a third party BPO contact centre provider based in Muscat. The company offers business values for BPO, knowledge process outsourcing, contact centre and transaction processing to ministries, PSUs and private sector companies. The company has a presence in USA, India and UAE and provide solutions in the fields of aviation, energy and utilities, insurance and health care, banking and financial services.

## Abu Dhabi shares drop most in a month on Saudi decline, earnings

Dubai, UAE - Abu Dhabi's shares dropped the most in almost a month after earnings in Saudi Arabia, the Arabian Gulf's biggest economy, disappointed

the first time in four days. The ADX General Index slipped 0.5 per cent, snapping a four-day advance in the biggest decrease since September 18, to 2,641.84

23, after local lenders, including Saudi British Bank, missed earnings estimates. The measure tumbled 1.7 per cent on Saturday. Oil fell on October 12 after the International Energy Agency cut its

day," said Nabil Rantisi, managing director of brokerage at Abu Dhabi-based Menacorp. "Results for some companies may already be priced in."

In Qatar, shares of Industries Qatar rose 1.1 per cent to 144.1 riyals, the highest close since May 8, after the company posted a 27 per cent increase in third-quarter profit, beating analysts'