



Everest Group Reports Portal

www2.everestgrp.com

September 2018

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Portal overview

Content flow



Logging in (www2.everestgrp.com)

How to log in, page 1 of 2



The screenshot shows the Everest Group website interface. At the top left is the Everest Group logo with the tagline "From insight to action." To its right are navigation links: HOME, RESEARCH, and MY CLIPPINGS. Further right are social media icons for LinkedIn, Twitter, Facebook, Google+, and Email, followed by a search bar and "Log In" and "Register" buttons. A large banner below the navigation features the headline "Time to rethink your outsourcing contract pricing metrics" and a sub-headline "Take our survey and receive an analysis of the latest trends in outcome- and output-based pricing". Below the banner is a "LOGIN/REGISTER" button. On the left side, there is a "Quick Search" box with an "Advanced Search" link and a "Popular Searches" section listing terms like "robotic process automation", "blockchain", "GICs", "RPA", and "artificial intelligence". In the center, there is a "List Products by:" section with a "RESEARCH AREA" filter and a list of categories: Business Process Services, Information Technology Services, Market Tracking & Trends, Engineering Services, and Other Publications. Below this is a "Welcome to Everest Group Reports" section with a "PERSONALIZE MY PREFERENCES" button and a "LEARN MORE" button. An orange box at the bottom left contains the text: "HOW DO I KNOW IF I AM LOGGED IN? If the word 'Log in' appears, you are NOT logged in". An orange box at the bottom right contains the text: "Click the LOGIN/REGISTER button to login or register". Orange arrows point from these boxes to the "Log In" button and the "LOGIN/REGISTER" button respectively.

Logging in (www2.everestgrp.com)

How to log in, page 2 of 2



Choose either the:

A LOGIN or

B REGISTER tab

A

Choose LOGIN if :

- You have previously used the reports portal and have a username; or
- You have a username, but no password/forgot password

LOGIN

LOG IN TO YOUR ACCOUNT

Username / email

Password

Note: Password is case sensitive.

Remember my login details on this computer

Login

Forgotten Password / Existing user, first time visit to new reports portal?

B

Choose REGISTER if :

- If you are new to the portal
- If you are new to the portal and have an access code, please enter it as part of registration

REGISTER FOR ACCESS

Already registered? Login

First name

Last name

Email

Note: Provide company email.

Phone (optional)

Job Title (optional)

Company

Country (optional) Please select a country

Language English

Password

Confirm Password

I have an access code

Please review our [Privacy Notice](#) and click the checkbox if you consent to the use of the Personal Data you provide to us, for purposes of providing you with information relating to Everest Group's goods and services.

Marketing

After registration is complete, tailor your email preferences and receive relevant new report updates by [copying this link](#) and pasting it on this site's address bar.

I'm not a robot



Homepage highlights

Page 1 of 2

The screenshot shows the Everest Group homepage with several callout boxes pointing to specific elements:

- Start new Search from any page:** Points to the 'RESEARCH' button in the top navigation bar.
- Opens hover navigation (SEE SLIDE 8):** Points to the 'RESEARCH' button, which has a dropdown menu containing 'WELCOME', 'NEW PRODUCTS (58)', 'MY PREFERENCES', 'MARKET INTELLIGENCE', and 'PINNACLE MODEL™ ANALYSES'.
- Your saved clippings from reports:** Points to the 'MY CLIPPINGS' button in the top navigation bar.
- Your user info/profile:** Points to the user profile icon in the top right corner.
- Access all reports in your subscription:** Points to the 'MY REPORTS' button in the top right corner.

The main content area features a large banner for 'Engineering Services' with the tagline 'Unique depth and breadth of coverage and analysis of all major functions in engineering services'. Below the banner, there is a 'Quick Search' section with an input field and a '+ Advanced Search' link. To the right, there is a 'List Products by:' section with a 'RESEARCH AREA' heading and a list of categories: Business Process Services, Information Technology Services, and Market Tracking & Trends. The main content area also includes a 'Welcome to Everest Group Reports' section with a 'PERSONALIZE MY PREFERENCES' button and a link to learn more about the benefits of the Everest Group reports portal.

Homepage highlights

Page 2 of 2



Search with keyword or click Advanced Search for more options

Accordion navigation to find reports in specific categories

Shows all new products for past 60 days

Choose email/communication preferences

Information and access to Market Intelligence database

Surveys and analyses on Pinnacle Enterprises

The screenshot shows the Everest Group homepage with several key features highlighted by orange boxes and arrows:

- Search:** A search bar with a magnifying glass icon and a dropdown arrow, with a link to '+ Advanced Search' below it.
- Navigation:** A horizontal menu with 'HOME', 'RESEARCH', and 'MY CLIPPINGS' buttons.
- Hero Section:** A large banner with the text 'Engineering Services' and 'Unique depth and breadth of coverage and analysis of all major functions in engineering services' over a background of binary code.
- Product List:** A section titled 'List Products by:' with a 'RESEARCH AREA' filter and a list of categories: 'Business Process Services', 'Information Technology Services', and 'Market Tracking & Trends'.
- Market Intelligence:** A section titled 'Welcome to Everest Group Reports' with a 'PERSONALIZE MY PREFERENCES' button and a 'MY PREFERENCES' tab in the navigation bar.
- Market Intelligence Database:** A section titled 'Market Intelligence' with a 'MARKET INTELLIGENCE' tab in the navigation bar.
- Pinnacle Enterprises:** A section titled 'Pinnacle Model™ Analyses' with a 'PINNACLE MODEL™ ANALYSES' tab in the navigation bar.

Homepage highlights

Research hover navigation



Hovering over the Research tab opens a pop up menu

Select research by Research Area

Select research by Enterprise Membership area

Select research by Document Type

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HOME RESEARCH MY CLIPPINGS

in t f G+ e Search Log In Register

Research Area	Enterprise Memberships	Document Type
Business Process Services	Strategic Outsourcing & Vendor Management (SO&VM)	General Report
Information Technology Services	GICs & Shared Services (GIC/SS)	Annual Report
Market Tracking & Trends		Executive Briefing
Engineering Services		PEAK Matrix™
Other Publications		Pinnacle Model™
Complimentary Publications		Consulting Thought Leadership
		Viewpoint
		Profile
		Data Set
		Accelerators

Popular Searches

- Information Technology Services
- Market Tracking & Trends

To tailor and receive new report updates, please choose your area(s) of interest, which can be found on the **My Preferences** tab.

PERSONALIZE MY PREFERENCES

Category landing page

BFS BPO example



If you select a particular category or sub-category from the Homepage left-hand accordion navigation,

You will link to a category landing page

Additional recommended products based on the category you chose

- List Products by:
- RESEARCH AREA
 - Business Process Services
 - Information Technology Services
 - Market Tracking & Trends
 - Engineering Services
 - Other Publications
 - Complimentary Publications
 - All
 - ENTERPRISE MEMBERSHIPS
 - DOCUMENT TYPE
 - GEOGRAPHY
 - INDUSTRY
 - DATABASE PRODUCTS
 - RECENTLY PUBLISHED PR...

Report listing for the chosen category can be arranged by various selections, and can show all products or only your products; the defaults are Licensed/Date sort order and All Products

Report landing page

Subscriber view



The screenshot shows the report landing page with the following callout boxes and their corresponding features:

- Search within report:** Points to the "SEARCH THIS REPORT" search bar.
- View thumbnails of all slides:** Points to the "Report details" sidebar showing thumbnails for Page 1 through Page 6.
- Report summary information:** Points to the main report title and author information.
- Download PDF of report:** Points to the "Report Downloads" section on the right.
- Have a question about the report? Click here to send an inquiry to the Everest Group team:** Points to the "Ask The Analyst" section on the right.

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Finding reports

Using homepage accordion navigation

1a

Choose report category from left navigation on homepage

List Products by:

- RESEARCH AREA
 - Business Process Services
 - Banking and Financial Services (BFS) - Business Process Outsourcing (BPO)
 - CXM Services (including Contact Center Outsourcing)
 - Finance & Accounting Outsourcing
 - Healthcare & Life Sciences Business Process Outsourcing
 - Human Resources
 - Insurance - Business Process Outsourcing (BPO)
 - Procurement Outsourcing
 - Information Technology Services
 - Market Tracking & Trends
 - Engineering Services
 - Other Publications
 - Complimentary Publications
 - All
- ENTERPRISE MEMBERSHIPS
- DOCUMENT TYPE
- GEOGRAPHY
- INDUSTRY
- DATABASE PRODUCTS
- RECENTLY VIEWED PROD...
- RECENTLY PUBLISHED PR...

1b

Choose report from category landing page

Advanced Search Reset

Search for any word all words

Find products about

- ANALYSTS +
- SERVICE PROVIDERS +
- TOP 25 REPORTS +
- RESEARCH AREA +
 - Banking and Financial Services (BFS) - Business Process Outsourcing (BPO)
- ENTERPRISE MEMBERSHIPS +
- DOCUMENT TYPE +
- GEOGRAPHY +
- INDUSTRY +
- Other filters
- PUBLISHED DATE +
- STATUS ? +

Banking and Financial Services (BFS) - Business Process Outsourcing (BPO)

Our Banking & Financial Services - BPO research provides deep understanding of the industry landscape based on a database of 25+ providers and 500+ buyer contracts, updated annually. The membership offers a wide range of research on the buyer community, including buyer size and region, contract and contract scope details, as well as provider capability and performance.

Matching Products ? Save this Search

Arrange by: Licensed / Date ▼ Show All products My products

Banking BPO – Service Provider Profile Compendium 2018 NEW	9 Aug 2018
Analytics Business Process Services (BPS) – Service Provider Compendium 2018 NEW	25 Jul 2018
EU GDPR: What Does the Disruption Mean for Your Industry NEW	9 Jul 2018
Banking BPO Annual Report 2018: Digital Transformation or Digital Washing: Looking Beyond the Hype NEW	6 Jul 2018

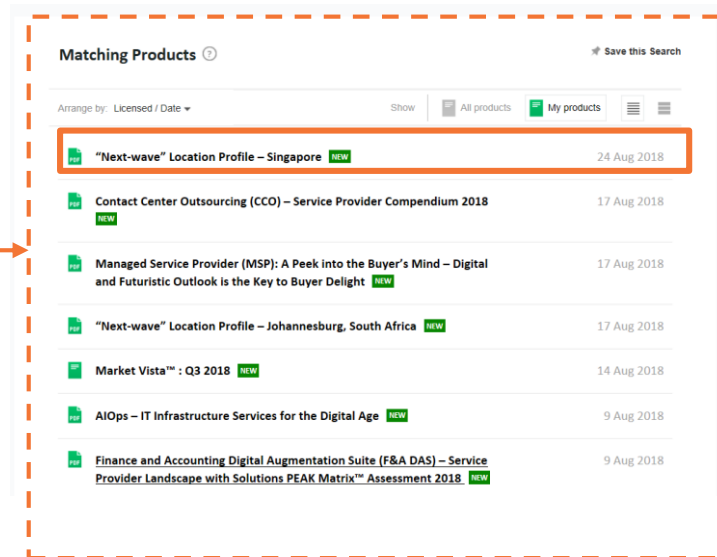
Finding reports

Using MY REPORTS button on homepage

2a Click on MY REPORTS button on homepage image to access reports in your subscription



2b Choose report from matching products list



Finding reports

Using Search

3 Click on one of two Search options:

3a Search with keyword or from Popular Searches

The screenshot shows the Everest Group search interface. At the top left is the Everest Group logo with the tagline 'From insight to action.' Below it is a 'Quick Search' box with a search input field and a magnifying glass icon, and a '+ Advanced Search' link. To the right of the search box is a 'Popular Searches' list with the following items: robotic process automation, blockchain | GICs | RPA, artificial intelligence | sourcing, devops | pinnacle enterprises, and pricebook | GDPR.

3b Or search with keyword from top right nav from any page on site

The screenshot shows the top navigation bar of the Everest Group website. It includes the logo, navigation links for 'HOME', 'RESEARCH', and 'MY CLIPPINGS', social media icons for LinkedIn, Twitter, Facebook, and Google+, a search box with a magnifying glass icon, and a 'My Profile' link with a user icon labeled 'NT'.

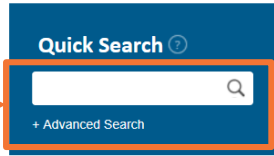
3c Choose report from search results

The screenshot shows the search results page for the keyword 'robotic process automation'. The search bar at the top contains the keyword and a 'Reset' link. Below the search bar are filters for 'Find products about' (ANALYSTS, SERVICE PROVIDERS, TOP 25 REPORTS, RESEARCH AREA, ENTERPRISE MEMBERSHIPS, DOCUMENT TYPE, GEOGRAPHY, INDUSTRY) and 'Other filters' (PUBLISHED DATE, STATUS). The main content area is titled 'Matching Products' and shows a list of results. The first result is a PDF report titled 'Buyer Satisfaction with Robotic Process Automation (RPA) – How Far or Close is Reality from Hype?' dated 13 Jul 2018, with 27 pages. Below the title are four thumbnails representing different pages of the report: Page 1, Page 5, Page 6, and Page 7. The report title and the first thumbnail are highlighted with a dashed orange box.

Finding reports

Using tags (Analysts)

4a Click on Advanced Search → 4b Click on Analysts



Popular Searches

robotic process automation
blockchain | GICs | RPA
artificial intelligence | sourcing
devops | pinnacle enterprises
pricebook | GDPR

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HOME RESEARCH MY CLIPPINGS

in | | | | |

Advanced Search ? Reset

Search for any word all words

Find products about

ANALYSTS

SERVICE PROVIDERS

TOP 25 REPORTS

RESEARCH AREA

ENTERPRISE MEMBERSHIPS

DOCUMENT TYPE

GEOGRAPHY

INDUSTRY

Other filters

PUBLISHED DATE

STATUS ?

ANALYSTS

ANALYSTS	Count
AGARWAL, ANISH	3
AGARWALLA, HRISHI	9
AGGARWAL, MANU	68
AGGARWAL, ROHITASHWA	23
ARORA, ACHINT	4
ARORA, JIMIT	266
BANSAL, ADITI	2

Save this Search

Show All products My products

Webinar Deck: G3 2018 Market Vista™ Update, and Key Implications of the Pressing Issues of the Global Services Market NEW 31 Aug 2018

Y) in IT NEW 30 Aug 2018

Industry Insights – Insurance NEW 30 Aug 2018

Internet of Things (IoT) Market Update 2018: Taming IoT Ecosystem Complexity – A Survival Guide NEW 28 Aug 2018

Life Sciences Digital in Europe – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018: Accelerating Transformation Despite Regulatory Complexity NEW 28 Aug 2018

Analysts appear in alphabetical order by last name

The number next to the name is the number of reports the analyst is tagged in

Finding reports

Using tags (Service Providers)

5a Click on Advanced Search → 5b Click on Service Providers



Popular Searches

robotic process automation
blockchain | GICs | RPA
artificial intelligence | sourcing
devops | pinnacle enterprises
pricebook | GDPR

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HOME RESEARCH MY CLIPPINGS

in | | | |

Advanced Search ? Reset

Search for any word | all words

Find products about

ANALYSTS

SERVICE PROVIDERS

TOP 25 REPORTS

RESEARCH AREA

ENTERPRISE MEMBERSHIPS

DOCUMENT TYPE

GEOGRAPHY

INDUSTRY

Other filters

PUBLISHED DATE

STATUS ?

Service Providers are ordered according to the number of times they are tagged

Service Provider	Number of Reports
TCS	144
ACCENTURE	143
WIPRO	141
HCL	140
INFOSYS	140
COGNIZANT	135
CAPGEMINI	121
IBM	

Internet of Things (IoT) Market Update 2018: Taming IoT Ecosystem Complexity – A Survival Guide NEW 28 Aug 2018

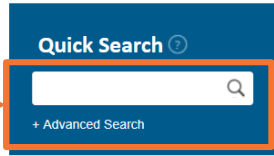
Life Sciences Digital in Europe – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018: Accelerating Transformation Despite Regulatory Complexity NEW 28 Aug 2018

The number next to the company name is the number of reports the service provider is tagged in

Finding reports

Using tags (Top 25 Reports)

6a Click on Advanced Search → 6b Click on Top 25 Reports



Popular Searches

robotic process automation
blockchain | GICs | RPA
artificial intelligence | sourcing
devops | pinnacle enterprises
pricebook | GDPR

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HOME RESEARCH MY CLIPPINGS

in | | |

Advanced Search ? Reset

Search for any word all words

Find products about

ANALYSTS

SERVICE PROVIDERS +

TOP 25 REPORTS +

RESEARCH AREA +

ENTERPRISE MEMBERSHIPS +

DOCUMENT TYPE +

GEOGRAPHY +

INDUSTRY +

Other filters

PUBLISHED DATE +

STATUS ? +

Matching Products ? Save this Search

TOP 25 REPORTS

TOP 25 REPORTS

Clicking Top 25 Reports shows the top 25 downloaded reports over the past month in the report listing section (Matching Products)

Report Title	Date
... in IT NEW	31 Aug 2018
Industry Insights – Insurance NEW	30 Aug 2018
2018 Market Vista™ Update, and Key Implications of the Global Services Market NEW	29 Aug 2018
Internet of Things (IoT) Market Update 2018: Taming IoT Ecosystem Complexity – A Survival Guide NEW	28 Aug 2018
Life Sciences Digital in Europe – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018: Accelerating Transformation Despite Regulatory Complexity NEW	28 Aug 2018

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Viewing reports

Search within report to find specific keywords

SEARCH THIS REPORT

Life Sciences Digital in Europe – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018: Accelerating Transformation Despite Regulatory Complexity 28 Aug 2018

Everest Group - Life Sciences Digital Services in Europe...

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Report details

- Page 1
- Page 2
- Page 3
- Page 4
- Page

Click on thumbnail of page to view to view full page from within browser

Different report viewing modes

Page through report

Download PDF of full report

Report Downloads

- Everest Group - Life Sciences Digital Services in Europe PEAK Matrix 2018

Attachments

- Everest Group - Life Sciences Digital Services in Europe PEAK Matrix 2018 Executive Summary

Download Attachments (supplementary downloads)

Add specific page to Clippings or Download to PowerPoint

- Add page to clippings
- Download to PowerPoint
- Drag-select an area for further options

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Using search

Overview

Quick Search

Left rail on homepage

- Search with keyword(s) or from Popular Searches from the main homepage



Popular Searches

Below Quick Search on homepage

- Choose among popular search terms

Popular Searches

robotic process automation

blockchain | GICs | RPA

artificial intelligence | sourcing

devops | pinnacle enterprises

pricebook | GDPR

Traditional Search box

Top right of all portal pages

- Search with keyword(s) from top right navigation bar on any page on site



Using search results landing page

After searching, using *either* of the two search options, you will see the search results landing page

The screenshot shows the Everest Group search results landing page for the keyword "automation". The page is divided into several sections:

- Advanced Search:** Located on the left, it includes a search bar with "automation" entered, a "Reset" button, and various filters. Annotations indicate that filters allow narrowing results to a focused set of products. A green icon indicates access, while a red padlock indicates no access.
- Matching Products:** The central section displays a list of products. The "All" button is highlighted, and a note states that search results default to Relevance and All Products. A "Save this Search" button is also visible, with a note that search parameters can be saved and added to the user's profile.
- Matching Products to Buy:** On the right, this section features a "335 MATCHES IN 2 CHAPTERS" badge and a summary of the search results, including a "NEW" badge. An annotation points to this section, stating it contains additional recommended products based on the search keyword(s).

Annotations on the page include:

- Filters allow you to narrow search results to a focused set of products
- Green icon: you have access
Red padlock: you do not have access
- Additional recommended products based on Search keyword(s)
- Search results default to Relevance and All Products
- Search parameters can be saved and added to your profile

Using Search Filtering



Filter search by one or a combination of ten criteria to focus results

- 1 ANALYSTS +
- 2 SERVICE PROVIDERS +
- 3 TOP 25 REPORTS +
- 4 RESEARCH AREA
Application Services X
- 5 ENTERPRISE MEMBERSHIPS +
- 6 DOCUMENT TYPE
Annual Report X
- 7 GEOGRAPHY +
- 8 INDUSTRY +
- 9 Other filters
PUBLISHED DATE
< 6 Months X
- 10 STATUS ? +

Matching Products ?

★ Save this Search

Show **All** Figures Tables

Arrange by: Relevance Show All products My products

18 Jun 2018 **Application Services – Annual Report 2018: The Future of Architecture is Intelligent**
4 MATCHES
Everest Group - Application Service Annual Report 2018 (4)

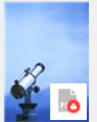
63 pages

Products Per Page 10

↑ To the Top

Matching Products to Buy

Application Services – Annual Report 2018: The Future of Architecture is Intelligent



18 Jun 2018

4 MATCHES IN 1 CHAPTERS

Enterprises have always been challenged by the burden of legacy systems, which hinders their ability to become digital. The situation is exacerbated by enterprises' disregard for and the neglect of their software architectures, which form the backbone...

Using Search

Saving searches, page 1 of 2

1 Click Save this Search to save search criteria

The screenshot displays the Everest Group search interface. At the top left is the Everest Group logo with the tagline "From insight to action." Navigation links include HOME, RESEARCH (highlighted in green), and MY CLIPPINGS. Social media icons for LinkedIn, Twitter, Facebook, Google+, and Email are present, along with a search icon and a user profile icon labeled "CT".

The main content area is titled "Advanced Search" with a "Reset" link. The search term "automation" is entered in a yellow box. Below the search bar, there are radio buttons for "any word" (selected) and "all words". A sidebar on the left lists various filters: ANALYSTS, SERVICE PROVIDERS, TOP 25 REPORTS, RESEARCH AREA (with "Application Services" selected), ENTERPRISE MEMBERSHIPS, DOCUMENT TYPE (with "Annual Report" selected), GEOGRAPHY, and INDUSTRY.

The central "Matching Products" section shows a "Save this Search" button highlighted with an orange box. Below this, there are tabs for "All", "Figures", and "Tables". The "All" tab is active. The results are arranged by "Relevance". A "Show" button is followed by "All products" and "My products" options. The first result is dated "18 Jun 2018" and titled "Application Services – Annual Report 2018: The Future of Architecture is Intelligent". It indicates "4 MATCHES" and "Everest Group - Application Service Annual Report 2018 (4)". A thumbnail image shows a telescope, and the text "63 pages" is displayed below it. A "Products Per Page 10" dropdown menu is visible at the bottom right of the results section.

On the right side, there is a "Matching Products to Buy" section. It features a title "Application Services – Annual Report 2018: The Future of Architecture is Intelligent" and a date "18 Jun 2018". Below this, it says "4 MATCHES IN 1 CHAPTERS" and provides a brief description: "Enterprises have always been challenged by the burden of legacy systems, which hinders their ability to become digital. The situation is exacerbated by enterprises' disregard for and the neglect of their software architectures, which form the backbone..."

Using Search

Saving searches, page 2 of 2

2 Manage the saved search

Save Search Results for "automation"

Name
automation

Settings

Pin this search to homepage

Share with other members of your company

Create an email alert

Save Manage saved searches

- a Name the saved search
- b If desired, check box to pin saved search to homepage
- c Check box if you want to share with colleagues
- d Check box if you want to receive email updates when a new report matching saved search criteria is published

On Homepage

Quick Search 🔍

+ Advanced Search

Popular Searches

robotic process automation
blockchain | GICs | RPA
artificial intelligence | sourcing
devops | pinnacle enterprises
pricebook | GDPR

Pinned Searches

automation 📌

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User profile

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From insight to action.

HOME RESEARCH MY CLIPPINGS

in | | | | | Search | My Profile | CT

Profile Saved Searches

User Profile

Your Information

Name: C. Terrill
Job Title: CEO
Department:
Phone: XXX-XXX-XXXX
Email: XXXX@gmail.com
Language: English

Save

Change Password

Your Profile Picture

To change your profile picture simply upload a new one.

+ Upload New Picture

Profile tab

- Includes information you provided during registration
- You can change fields in profile at any time
- You can upload your photo for a more personalized experience

Saved Searches tab

- Includes any Search parameters you have saved
- No limit to the number of saved searches
- Saved searches can be pinned to the Homepage (under Type)

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From insight to action.

HOME RESEARCH MY CLIPPINGS

in | | | | | Search | My Profile | CT

Profile Saved Searches

Saved Searches

Your Saved Searches

FILTER BY TITLE OR SEARCH TERM

Type to Display

Searches by Me Searches by Others

Name	Search Term	Uses Search Filters	Type
automation	automation	✓	

^ To the Top

User profile

Page 2 of 2

Clippings tab

- Area for you to save pages from a specific report or from several reports
- Allows you to create and save your own report
- You can download your Clippings

The screenshot displays the Everest Group user profile interface. At the top, the navigation bar includes 'HOME', 'RESEARCH', and 'MY CLIPPINGS (1)'. The 'MY CLIPPINGS (1)' tab is highlighted with an orange box. Below the navigation bar, there are social media icons and a search bar. The main content area is titled 'Your Clippings (1)' and features a 'Clear clippings' button. A 'Page 2' indicator is visible. The main content is a report titled 'Transform with RPA | Reject the Myths, Embrace the Potential' from 2018. The report text discusses RPA adoption and mentions 'Pinnacle Enterprises™'. A chart titled 'EXHIBIT 1' shows 'Enterprise RPA Adoption | Pinnacle Model™ 2018'. On the right side, there is a 'Clippings' button (highlighted with an orange box) and a 'Save Selection' button. Below these, there are options to 'Download to Office', including 'Download to Word', 'Download to PDF', 'Download to Excel', and 'Download to PowerPoint'. A 'Saved Reports' section at the bottom right states: 'You have not yet created a report. You can save your clippings for future use, to share with colleagues, or to create a custom report.'

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Clippings feature

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1 From report landing page, choose page to add to Clippings

← Back to search results

Transform with RPA 21 Aug 2018

SEARCH THIS REPORT

Report details

- Page 2
- Page 3
- Page 4
- Page 5

Everest Group - Transform with RPA

TRANSFORM WITH RPA | REJECT THE MYTHS, EMBRACE THE POTENTIAL 2018

- Hover mouse over selected report page; Click on Add page to clippings
- You may save as many pages as you want within one report or across reports

Report Downloads

- Everest Group - Transform
- Add page to clippings
- Add page to clippings
- Download to PowerPoint
- Drag-select an area for further options

Are you positioning your company for real success in Robotic Process Automation (RPA)?

Increasingly, a number of companies are doing just that. They are moving out of the RPA "pilot" stage and beginning to reap real, lasting value from their RPA initiatives.

Everest Group surveyed 52 enterprises in 10 industries in various stages of RPA adoption, all with more than US\$1 billion in revenue, 10 with revenue between \$5 and \$10 billion, and 23 with revenue greater than \$10 billion.

As the chart below shows, nine of those companies are substantially farther along the path to achieving RPA's fullest value. These are the nine in the upper right that we have designated as **Pinnacle Enterprises™**.

EXHIBIT 1

Enterprise RPA Adoption | Pinnacle Model™ 2018

Source: Everest Group

Level 3

Pinnacle Enterprises™

Clippings feature

Page 2 of 2

2 Go to User Profile > Clippings

Everest Group
HOME RESEARCH MY CLIPPINGS (2)

Your Clippings (2) Clear clippings

Expand All Collapse All

Page 2

TRANSFORM WITH RPA | REJECT THE MYTHS, EMBRACE THE POTENTIAL

Transform with RPA | Project the Myths, Embrace the Potential

Are you positioning your company for real success in Robotic Process Automation (RPA)?

Historically, a number of companies are doing just that. They are moving out of the RPA "early adopter" phase and beginning to reap real, lasting value from their RPA solutions.

Everest Group surveyed 52 enterprises in 12 industries on various stages of RPA adoption, all with revenues over \$250 million in revenue, 50 with revenues between \$50 and \$250 million, and 23 with revenues greater than \$10 billion.

As the chart below shows, one of those companies are substantially further along the path to achieving RPA's full potential. There are two more in the upper right that we have highlighted as **Pinacle Enterprises**.

EXAMPLE 1

Strategic RPA Adoption | Research Report | 2018

Source: Everest Group

When would your company's "full" load? Everest Group can help you find it in 30 days.

That's a clipping in all its early stages of email composition, and much value remains unextracted even as the email makes its way to the inbox. But even small advantages cannot be overlooked if the difference helps and covers the opportunity for more growth over the long term.

So that's three significant differentiators in the RPA activities of the Pinacle Enterprise® and the other two others. Interestingly, these differentiators regularly show potential results about RPA.

PINACLE

Source: Transform with RPA - Everest Group - Transform with RPA

Page 4

Save Selection

OR

Download to Office

- Download to Word
- Download to PDF
- Download to Excel
- Download to PowerPoint

Saved Reports

You have not yet created a report. You can save your clippings for future use, to share with colleagues, or to create a custom report.

3 Save and/or download clipping(s) to create your own report

Clippings My Library My Notes

Save Selection

OR

Download to Office

- Download to Word
- Download to PDF
- Download to Excel
- Download to PowerPoint

Saved Reports

You have not yet created a report. You can save your clippings for future use, to share with colleagues, or to create a custom report.

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 - **Pinnacle Model™ analyses**
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My Preferences

Personalize your communications

Everest Group[®]
From insight to action.

HOME RESEARCH MY CLIPPINGS (2)

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MY REPORTS

Time to rethink your outsourcing contract pricing metrics

Take our survey and receive an analysis of the latest trends in outcome- and output-based pricing

Quick Search

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Pinned Searches

automation

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- Business Process Services
- Information Technology Services
- Market Tracking & Trends
- Engineering Services
- Other Publications
- Complimentary Publications
- All

ENTERPRISE MEMBERSHIPS

DOCUMENT TYPE

GEOGRAPHY

INDUSTRY

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WELCOME NEW PRODUCTS (49) **MY PREFERENCES** MARKET INTELLIGENCE PINNACLE MODEL™ ANALYSES

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Industry Topics

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<input type="checkbox"/> Consumer Packaged Goods	<input checked="" type="checkbox"/> Manufacturing
<input checked="" type="checkbox"/> Energy & Utilities	<input checked="" type="checkbox"/> Public Sector
<input checked="" type="checkbox"/> Financial Services/Capital Markets	<input checked="" type="checkbox"/> Retail
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Functional Topics

- Preferences tab on Homepage will include your email preferences if you have previously selected them
- You will be able to choose and/or update your preferences in this tab

Everest Group Market Intelligence

Quick Search ?

+ Advanced Search

Popular Searches

robotic process automation
blockchain | GICs | RPA
artificial intelligence | sourcing
devops | pinnacle enterprises
pricebook | GDPR

Pinned Searches

New Releases

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- RESEARCH AREA
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LEARN MORE ABOUT EVEREST GROUP MARKET INTELLIGENCE

Log in to access (subscriptions available)

Everest Group Market Intelligence is the new home of Transaction Intelligence, a comprehensive and growing database of over 27,000 IT, business process, engineering services, and digital transformation outsourcing transactions. It also contains details of mergers and acquisitions for the world's top 25 service providers.

This relaunched platform delivers

- Improved performance and search speed
- Improved coverage through more extensive sources
- Redesigned, more granular classification system (see *Transition from Old to New Industry Classification* below)
- Saved searches (run searches, save and name to your own workspace for future use)
- Library of preconfigured reports for download into Excel/CSV and ability to request further custom reports
- Ability to view all information by company
- Direct connection to the Everest Group research team

What is the source of this data? The data is obtained from multiple secondary public domain sources such as supplier web sites, industry newsletters, and online journals.

How many records are there in the system? There are details of over 27,000 sourcing and digital transformation transactions, including over 1,000 M&A deals

What datapoints are included? The names of the companies spending the money and the companies providing services, the value, start date and duration of the contract, and the country in which it was signed. Because the service is based on public domain information, not all datapoints are available for every transaction.

How many transactions are added each month? Everest Group's research team typically researches and uploads 150 deals every month.

How is the functional scope of a transaction classified? The transactions are classified according to the processes that are being outsourced. The deal may be BPO, ITO, engineering services, related to digital transformation, or be a mix of these services.

Transition from Old to New industry classification

Old industry classification	Revised industry classification
<ul style="list-style-type: none">Other financial servicesBankingManufacturingRetailHealthcare	<ul style="list-style-type: none">IT/ITBusiness & professional servicesHealthcareBankingAudit & consultingPayorsInsuranceArchitecture & real estateProvidersCapital MarketsLegalLifesciences

Pinnacle Model™ Analyses

Page 1 of 2

Quick Search ?

[+ Advanced Search](#)

Popular Searches

robotic process automation
blockchain | GICs | RPA
artificial intelligence | sourcing
devops | pinnacle enterprises
pricebook | GDPR

Pinned Searches

List Products by:

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- + Complimentary Publications
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[PINNACLE MODEL™ ANALYSES](#)

Our Pinnacle Model™ research identifies and details what the best—Pinnacle Enterprises™—are doing to achieve outstanding outcomes

Pinnacle Model™ analyses evaluate organizations across three major impact areas

Cost impact
Cost savings, productivity improvements, capacity increase, ROI

Operational impact
Key operational metrics and improvements

Business impact
Impact on critical strategic areas, such as customer experience

Recently completed Pinnacle Model™ analyses:

Enterprise Robotic Process Automation (RPA) Adoption

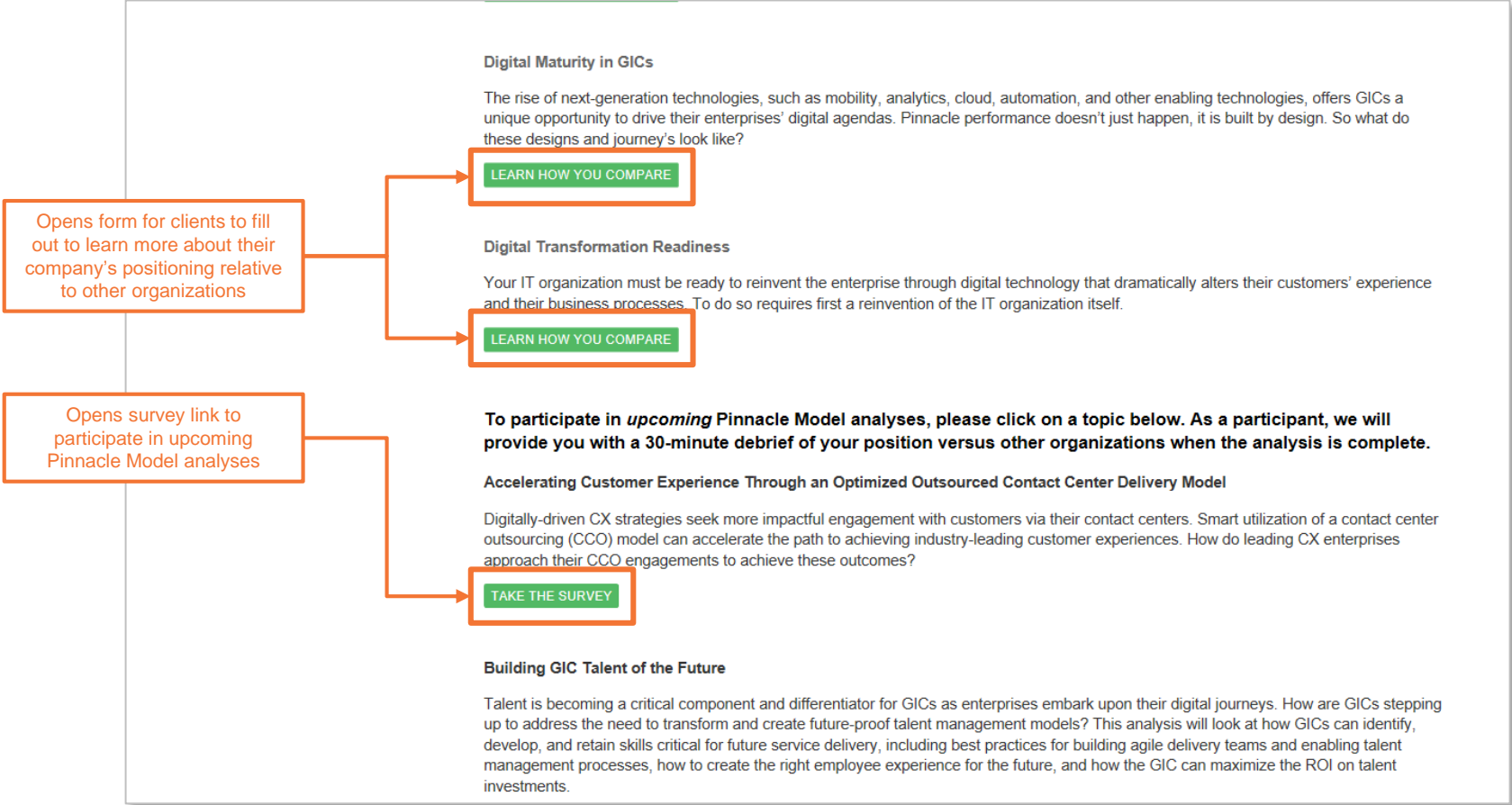
Can a robot replace a human? In some cases, absolutely yes. And many pundits suggest we are just beginning. But where does the hype diverge from reality? And what kinds of business impacts are realistic?

[LEARN HOW YOU COMPARE](#)

Opens form for clients to fill out to learn more about their company's positioning relative to Pinnacle Enterprises

Pinnacle Model™ Analyses

Page 2 of 2



Ask the analyst

The screenshot shows the Everest Group website interface. At the top, there is a navigation bar with 'HOME', 'RESEARCH', and 'MY CLIPPINGS (2)'. On the right, there are social media icons and a search bar. The main content area features a report titled 'Transform with RPA' by Cecilia Edwards, dated 21 Aug 2018. A 'START READING' button is visible. To the right of the report, there is a sidebar with an 'Ask The Analyst' section containing a lightbulb icon and an 'Ask now' button. Below this is a 'Report Downloads' section.

Click Ask now button to ask a question about the current report

ASK THE ANALYST dialog box will open.

Enter your question about the current report

Click Send to submit your question

The dialog box is titled 'ASK THE ANALYST'. It has a 'Subject:' field with the text 'Transform with RPA'. Below it is a large text area labeled 'Your Question:'. At the bottom right of the dialog box is a 'Send' button.

Your question will be forwarded to the report-specific analyst(s)



Please contact your client director if you have questions about the Everest Group reports portal; experience issues accessing reports; or would like to schedule an analyst inquiry

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