Everest Group Reports Portal
www2.everestgrp.com

September 2018

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  - Market Intelligence
  - Pinnacle Model^{TM} analyses
  - Ask the analyst

Portal overview
Content flow

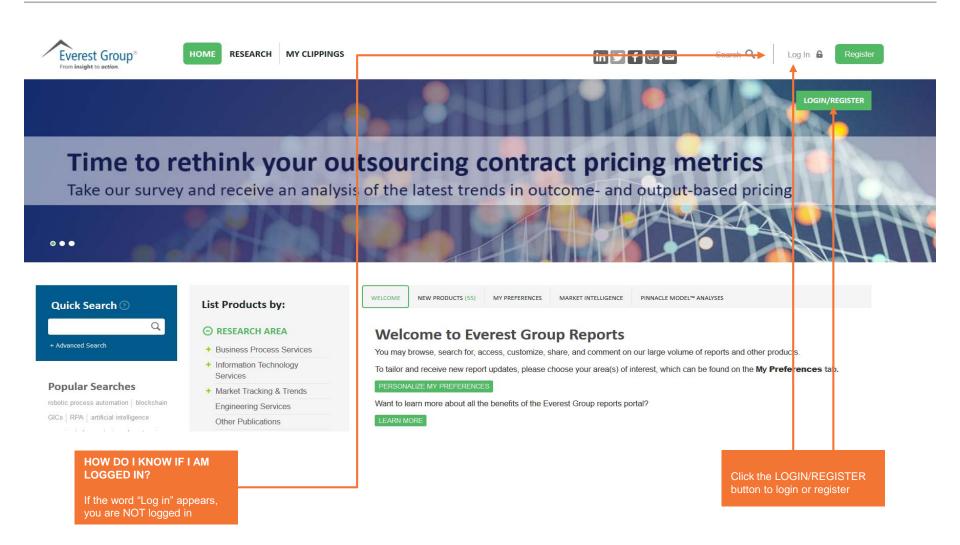| How to login or register	Homepage highlights	Category landing page	Report landing page

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HOW DO I KNOW IF I AM LOGGED IN?

If the word "Log in" appears, you are NOT logged in

Click the LOGIN/REGISTER button to login or register

How to log in, page 2 of 2

Choose either the:

Ⓐ LOGIN or

Ⓑ REGISTER tab

Ⓐ 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?

Ⓑ 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   reCAPTCHA
Privacy - Terms

Homepage highlights
Page 1 of 2

Start new Search from any page

Opens hover navigation (SEE SLIDE 8)

Your saved clippings from reports

Your user info/profile

Access all reports in your subscription

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

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

Research Area

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

Enterprise Memberships

Strategic Outsourcing & Vendor Management (SO&VM)
GICs & Shared Services (GIC/SS)

Document Type

General Report
Annual Report
Executive Briefing
PEAK Matrix™
Pinnacle Model™
Consulting Thought Leadership
Viewpoint
Profile
Data Set
Accelerators

HOME   RESEARCH   MY CLIPPINGS

Search   Log In   Register

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

Everest Group®
From *insight* to *action*.

HOME | **RESEARCH** | MY CLIPPINGS

Search 🔍 | My Profile | CT

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...**

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 ▾   Sho...   All products | My products | ☰ ☰

📄 Analytics Business Process Services (BPS) - Service Provider Landscape with Services PEAK Matrix™ Assessment 2018 Executive Summary   2 May 2018

📄 CSC-HPE Merger: Looking Beyond the Obvious   5 Dec 2017

📄 Unblocking Blockchain Adoption – A Prioritization Framework for Business Processes   15 Nov 2017

📄 The Curious Case of Infosys and Vishal Sikka   22 Aug 2017

Matching Products to Buy

Banking BPO – Service Provider Profile Compendium 2018
9 Aug 2018

The banking BPO service provider profile compendium provides accurate, comprehensive, and fact-based snapshots of 17 service providers in the market. These include Capgemini, Cognizant, Concentrix, Conduent, EXL, Firstsource, Genpact, HCL Technologie...

Analytics Business Process Services (BPS) – Service Provider Compendium 2018
25 Jul 2018

The analytics BPS service provider compendium provides accurate, comprehensive, and fact-based snapshots of 16 service providers in the analytics BPS market. The study provides a detailed five-page profile of each analytics BPS service provider asses...

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

Search within report

View thumbnails of all slides

Report summary information

Download PDF of report

Have a question about the report? Click here to send an inquiry to the Everest Group team

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Finding reports
Using homepage accordion navigation

1a Choose report category from left navigation on homepage

1b Choose report from category landing page

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

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Finding reports
Using Search

3 Click on one of two Search options:

3a Search with keyword or from Popular Searches

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

HOME   RESEARCH   MY CLIPPINGS   My Profile   NT

Search 🔍

Quick Search ⓘ

+ Advanced Search

Popular Searches

robotic process automation

blockchain | GICs | RPA

artificial intelligence | sourcing

devops | pinnacle enterprises

pricebook | GDPR

Everest Group®
From insight to action.

3c Choose report from search results

Advanced Search ⓘ   Reset

robotic process automatior ✖

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

Show   📄 All   📊 Figures   ▦ Tables

Arrange by: Relevance ▾   Show   All products   My products

📄 13 Jul 2018   **Buyer Satisfaction with Robotic Process Automation (RPA) – How Far or Close is Reality from Hype?** NEW
PDF   27 pages

Page 1
Buyer Satisfaction with Robotic Process Automation (RPA) – How Far

Page 5
PRODUCTS BUYERS GEOGRAPHY TECHNOLOGY VENDORS Robotic

Page 6
Proprietary database on Robotic Process Automation (RPA)…

Page 7
Robotic Process Automation (RPA)

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Finding reports
Using tags (Analysts)

4a Click on Advanced Search - - - - - ▶ **4b** Click on Analysts

Quick Search ⓘ

[search box] 🔍

+ Advanced Search

Popular Searches

robotic process automation

blockchain | GICs | RPA

artificial intelligence | sourcing

devops | pinnacle enterprises

pricebook | GDPR

Everest Group®
From insight to action.

HOME   RESEARCH   MY CLIPPINGS

Advanced Search ⓘ   Reset

[search box] 🔍

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

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

Analysts appear in alphabetical order by last name

Show   All products   My products

...ation Profile – Campinas, Brazil NEW   31 Aug 2018

...Y) in IT NEW   30 Aug 2018

...dustry Insights – Insurance NEW   30 Aug 2018

Webinar Deck: Q3 2018 Market Vista™ Update, and Key Implications of the   29 Aug 2018
Pressing Issues of the Global Services Market NEW

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

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

Save this Search

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

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Finding reports
Using tags (Service Providers)

5a Click on Advanced Search ---------► **5b** Click on Service Providers

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

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

Quick Search ⓘ

+ Advanced Search

Popular Searches

robotic process automation

blockchain | GICs | RPA

artificial intelligence | sourcing

devops | pinnacle enterprises

pricebook | GDPR

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From insight to action.

HOME **RESEARCH** MY CLIPPINGS

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

Arrange by: L...   products 🟩 My products

TOP 25 REPORTS

TOP 25 REPORTS   31 Aug 2018

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

...Y) in IT NEW   30 Aug 2018

...dustry Insights – Insurance NEW   30 Aug 2018

...2018 Market Vista™ Update, and Key Implications of the ...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
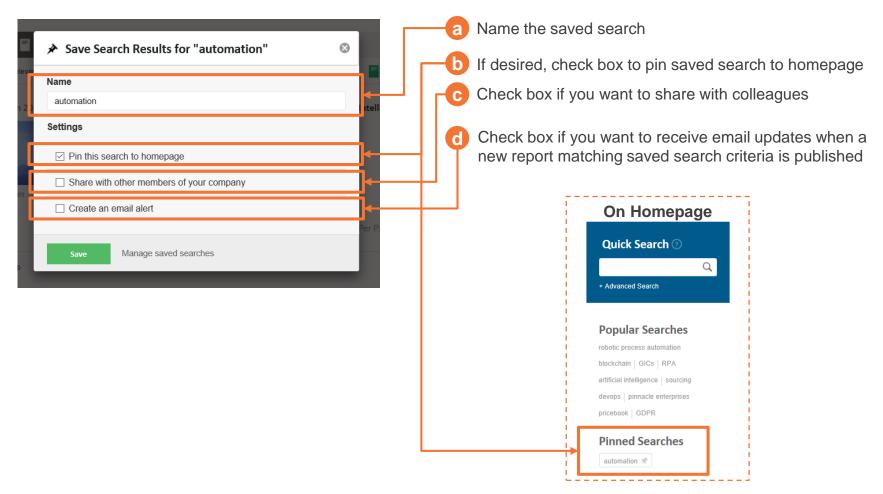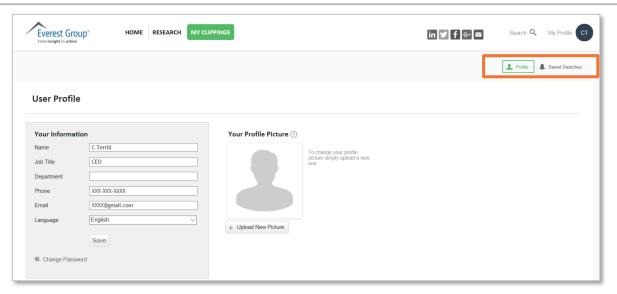
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  - Market Intelligence
  - Pinnacle Model^{TM} analyses
  - Ask the analyst

Viewing reports

Search within report to find specific keywords

Page through report

Download PDF of full report

Different report viewing modes

Add specific page to Clippings or Download to PowerPoint

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

Download Attachments (supplementary downloads)

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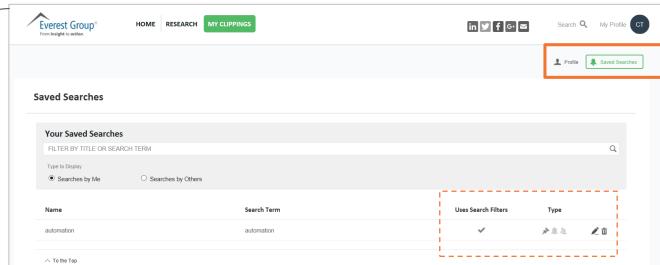 - Pinnacle Model^{TM} analyses
  - Ask the analyst

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Using search
Overview

Quick Search	Popular Searches	Traditional Search box
Left rail on homepage • Search with keyword(s) or from Popular Searches from the main homepage	Below Quick Search on homepage • Choose among popular search terms	Top right of all portal pages • Search with keyword(s) from top right navigation bar on any page on site

Popular Searches

robotic process automation

blockchain | GICs | RPA

artificial intelligence | sourcing

devops | pinnacle enterprises

pricebook | GDPR

Search 🔍   My Profile   NT

Quick Search ⓘ

+ Advanced Search

Using search
results landing page

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

Search parameters can be saved and added to your profile

Search results default to Relevance and All Products

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)

Using Search
Filtering

Using Search
Saving searches, page 1 of 2

1 Click Save this Search to save search criteria

Using Search
Saving searches, page 2 of 2

2 Manage the saved search

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
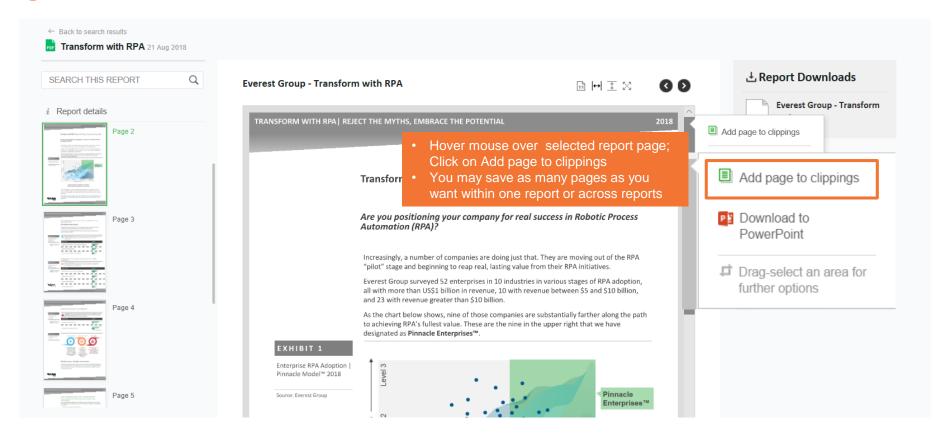
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User profile
Page 1 of 2

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)

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

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Clippings feature
Page 1 of 2

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

Clippings feature
Page 2 of 2

2 Go to User Profile > Clippings

3 Save and/or download clipping(s) to create your own report
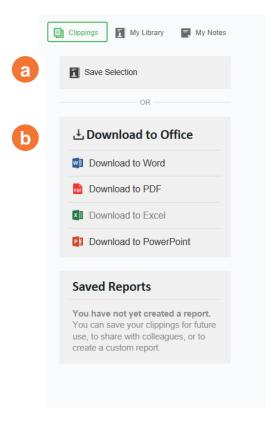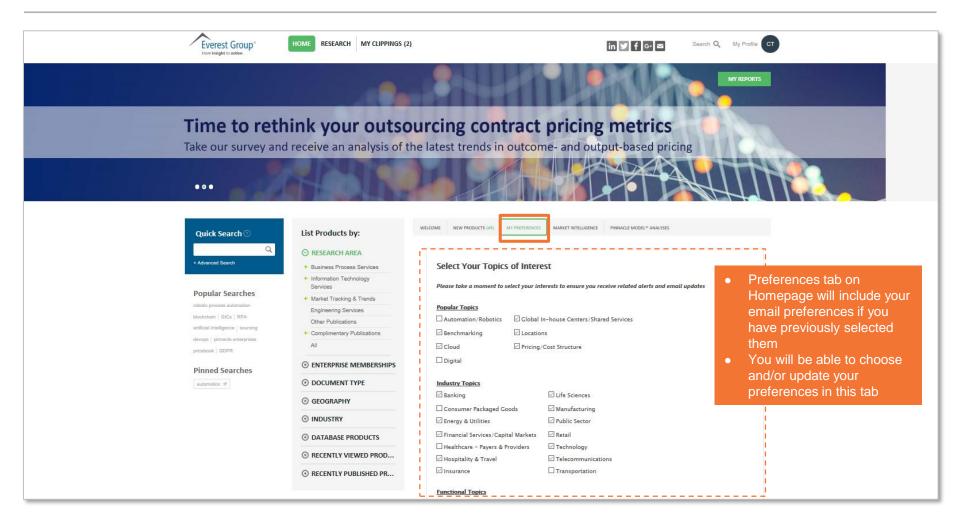
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  - **Market Intelligence**
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  - **Ask the analyst**

My Preferences
Personalize your communications

- 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

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

Digital Maturity in GICs

The rise of next-generation technologies, such as mobility, analytics, cloud, automation, and other enabling technologies, offers GICs a unique opportunity to drive their enterprises' digital agendas. Pinnacle performance doesn't just happen, it is built by design. So what do these designs and journey's look like?

LEARN HOW YOU COMPARE

Digital Transformation Readiness

Your IT organization must be ready to reinvent the enterprise through digital technology that dramatically alters their customers' experience and their business processes. To do so requires first a reinvention of the IT organization itself.

LEARN HOW YOU COMPARE

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

To participate in *upcoming* Pinnacle Model analyses, please click on a topic below. As a participant, we will provide you with a 30-minute debrief of your position versus other organizations when the analysis is complete.

Accelerating Customer Experience Through an Optimized Outsourced Contact Center Delivery Model

Digitally-driven CX strategies seek more impactful engagement with customers via their contact centers. Smart utilization of a contact center outsourcing (CCO) model can accelerate the path to achieving industry-leading customer experiences. How do leading CX enterprises approach their CCO engagements to achieve these outcomes?

TAKE THE SURVEY

Opens survey link to participate in upcoming Pinnacle Model analyses

Building GIC Talent of the Future

Talent is becoming a critical component and differentiator for GICs as enterprises embark upon their digital journeys. How are GICs stepping up to address the need to transform and create future-proof talent management models? This analysis will look at how GICs can identify, develop, and retain skills critical for future service delivery, including best practices for building agile delivery teams and enabling talent management processes, how to create the right employee experience for the future, and how the GIC can maximize the ROI on talent investments.

Ask the analyst

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

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

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From *insight* to *action*.

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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