Service Provider Intelligence

Service Provider Profiles – Preview Deck

Everest's service provider profiles provide organizations with accurate, fact-based and comprehensive snapshots of individual service provider capabilities

Challenges involved in obtaining actionable service provider information

- Lack of reliable market data on service provider offerings and capabilities
- Rapidly evolving service provider capabilities
- Highly complex and time-consuming activity

Everest's multi-layered service provider profiles provide in-depth information and actionable insights on outsourcing and offshoring service providers. Our profiles are used by:

Buyers
- Understand and evaluate service provider capabilities to make critical service provider-related decisions
- Monitor developments driving opportunity and risk to existing service provider portfolio

Service Providers
- Track market activity and trends
- Understand capabilities and significant developments at key competitors

Types of available service provider profiles

1 **Corporate profiles:** Profiles of overall service provider capabilities and information

2 **Function-specific profiles:** Profiles of a service provider's capabilities in a specific outsourcing function (e.g., IT, BPO, HRO)

3 **Location-specific profiles:** Profiles of a service provider's capabilities in a specific delivery location (e.g., India, China, Philippines)

Description of individual service provider profiles on subsequent pages

Corporate service provider profiles provide information and insights on a number of capability-related dimensions

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Key dimensions covered

- Company description
- Key financials
- Service offerings
- Leadership
- Locations
- Client base
- Business segments
- Quality certifications
- Credit rating
- Transactions activity
- Market developments
- Partnerships and alliances

Summary corporate profile

Multi-page corporate profile

Corporate profiles include a summarized one-page snapshot and a multi-page service provider profile. Access our library of profiles at: http://www.everestresearchinstitute.com/ServiceProviderDirectory

Function and location-specific service provider profiles are typically based on bottom-up, primary data and cover a large number of functions and countries

2 **Key function-specific profiles available**

- **Finance & Accounting Outsourcing (FAO)**
- **Human Resources Outsourcing (HRO)**
- **Information Technology (IT) consulting**
- **Learning Services Outsourcing (LSO)**
- **Multi-Country Payroll Outsourcing (MCPO)**
- **Order-to-Cash (O2C)**
- **Procure-to-Pay (P2P)**
- **Procurement Outsourcing (PO)**
- **Recruitment Process Outsourcing (RPO)**

3 **Key location-specific profiles available**

- **China-based IT**
- **Indian BPO**
- **Philippines-based BPO**

IT-consulting profile

NOT EXHAUSTIVE

Order-to-Cash profile

China-based IT profile

Function and location-specific profiles typically vary from between one to three pages. Additional types of customized service provider profiles can be created on request

Note: Not all service provider profiles are available online

Service provider profiles for over 80 service providers are available

- 24/7 Customer
- Accenture
- Achievo
- Aditya Birla Minacs
- ADP
- ACS, a Xerox Company
- Ariba
- Arvato
- Atento
- Atos Origin
- Augmentum
- BearingPoint
- Bleum
- BT Global Services
- buyingTeam
- Capgemini
- Capita
- Ceridian
- CGI
- ClientLogic
- Cognizant
- CompuCom
- CSC
- Convergys
- Corbus
- Dell Services
- Dextrys
- Dimension Data
- ePLDT Ventus

- eTelecare
- ExcellerateHRO
- EXL Service
- Fidelity
- Firstsource
- Freeborders
- Fujitsu Services
- Genpact
- Getronics
- Global eProcure
- HCL Technologies
- Hewitt
- Hexaware
- HP Services
- Hubwoo
- IBM Global Services
- ICG Commerce
- I-flex
- iGate
- Infosys
- Keane
- L&T Infotech
- Logica
- Longtop International
- Mastek
- Mphasis
- NCO
- Neusoft
- NorthgateArinso

- OPI
- Patni
- Polaris
- Quatrro
- SAIC
- Sapient
- Siemens
- Sitel
- Softtek
- Steria (formerly Xansa)
- Surestock
- Sutherland
- Sykes
- Syntel
- TCS
- Tech Mahindra
- Teleperformance
- TeleTech
- TELUS International
- Transcom
- T-Systems
- Unisys
- Vertex
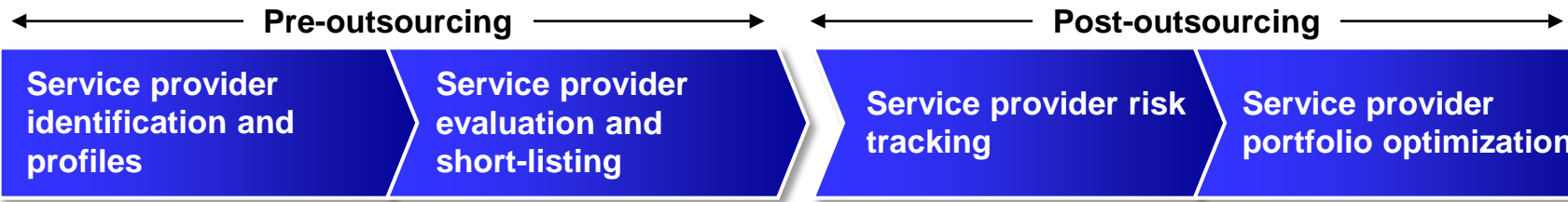- VWA
- West
- Wipro
- WNS
- Xchanging
- Zenta

NOT EXHAUSTIVE

- **Most leading service providers have multiple types of service provider profiles**

- **The list of service providers is not exhaustive, and additional service provider profiles can be made available on request**

Access our library of profiles at: http://www.everestresearchinstitute.com/ServiceProviderDirectory

Note: Not all service provider profiles are available online

Everest's Service Provider Intelligence practice assists organizations with service provider-related decisions at all stages of the sourcing lifecycle

← Pre-outsourcing →   ← Post-outsourcing →

| Service provider identification and profiles | Service provider evaluation and short-listing | Service provider risk tracking | Service provider portfolio optimization |

Service provider landscape

Evaluation framework

Portfolio developments

Value proposition analysis

Customized service provider profile

Evaluation results

Service provider developments

Service provider positioning

Can be tailored for any function or location

Customised approach to meet individual needs

Ability to track a wide array of service providers

Applicable to simple as well as large, complex portfolios

In addition to service provider profiles, we helps companies with service provider evaluation and short-listing efforts

Objectives

- To assist buyers in identifying and short-listing service providers, and providing information and insights on service providers in established and new markets
- To assist service providers in identifying and prioritizing potential acquisition or partnership targets in emerging markets

Key issues involved in service provider short-listing

- Rapidly evolving service provider landscape
- Increasing number of credible service provider options (50+ credible service providers serving Fortune 500 clients in India alone)
- Perceived lack of differentiation between similar service provider groups
- Increasing risk on account of ongoing service provider consolidation
- Lack of reliable market data on service provider offerings and capabilities

Service provider selection requires a thorough evaluation of quantitative and qualitative parameters

Quantitative parameters	Qualitative parameters
Scale	Everest experience
Financial stability	Cultural fit
Process expertise	Alignment of interests
Industry expertise	Value proposition
Global delivery	Existing relationships
Situation-specific criteria	Situation-specific criteria

Our service provider short-listing experience spans a wide array of functions and geographies and can be tailored to meet individual client requirements

Service provider landscapes

Service provider segments

Service provider landscape

Value proposition assessment

Can be tailored for any function or location

Service provider evaluation

Evaluation framework

Multi-dimension evaluation

Screening process

Approach can be customized to meet individual needs

Service provider short-list/results

Service provider positioning

Service provider prioritization

Custom profile

Recommends best-fit Service providers depending on the situation

Contact us to better understand how we can best assist you

Everest Research Institute uses its deep expertise and understanding of service providers to provide you with:

- Comprehensive capability profiles for leading service providers

- An extensive directory of service providers spanning multiple functions, industries and geographies

- Fact-based and practical assistance with short-listing of service providers

- Framework for optimizing and rationalizing service provider portfolios

Everest Research Institute has been designed to meet the specific needs of your organization. Whether it be published or custom research, actionable tools, or even one-to-one interaction, we can develop a solution that applies to your particular scenario.

For more information about the Institute or to find out how we can assist you please contact us:
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Everest Group leads clients from insight to action

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