



Supplier Intelligence

July 2010

Topic: Supplier Profiles – Preview Deck

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



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Challenges involved in obtaining actionable supplier information

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

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

Buyers

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

Suppliers

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

Types of available supplier profiles

1

Corporate profiles: Profiles of overall supplier capabilities and information

2

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

3

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

Description of individual supplier profiles on subsequent pages

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

- 1** 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

Corporate profile
Company A

	PP 2007	PP 2008	PP 2009
Revenue	1,000,000	1,100,000	1,200,000
Operating margin (%)	15.0%	16.0%	17.0%
Profit	150,000	176,000	204,000
Operating assets	2,000,000	2,200,000	2,400,000
Operating liabilities	1,500,000	1,600,000	1,700,000
Operating capital	500,000	600,000	700,000

Company description: Company A is a global supplier of...
Key financials: Revenue, Operating margin, Profit, Operating assets, Operating liabilities, Operating capital.
Service offerings: ...
Leadership: ...
Locations: ...
Client base: ...
Business segments: ...
Quality certifications: ...
Credit rating: ...
Transactions activity: ...
Market developments: ...
Partnerships and alliances: ...



Multi-page corporate profile

Company A: Company overview - Includes bar charts for revenue and profit trends.

Company A: Key financials - Includes pie charts for revenue and profit breakdowns.

Company A: Global Revenue and market size - Includes a world map showing regional revenue distribution.

Company A: Key business segments - Includes pie charts for segment revenue and profit.

Corporate profiles include a summarized one-page snapshot and a multi-page supplier profile. Access our library of profiles at: <http://www.everestresearchinstitute.com/SupplierDirectory>

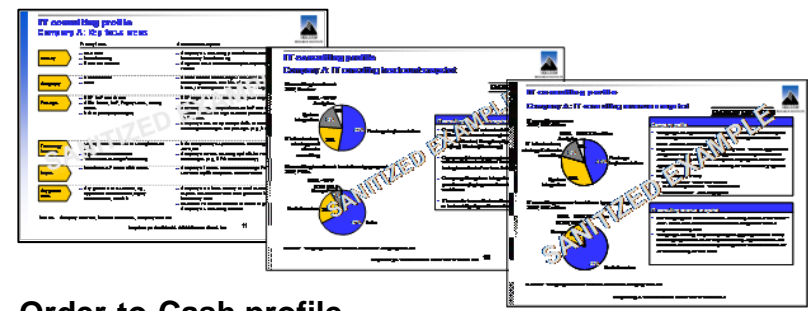
Function and location-specific supplier profiles are typically based on bottom-up, primary data and cover a large number of functions and countries

NOT EXHAUSTIVE

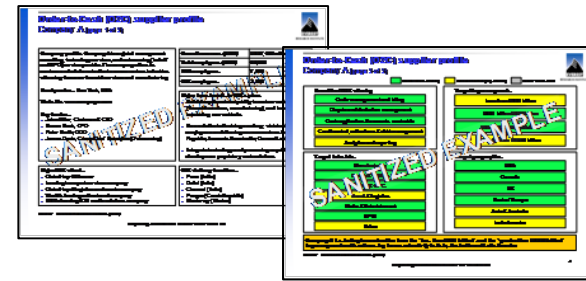
2 Key function-specific profiles available

- [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 \(RPO\)](#)

IT-consulting profile



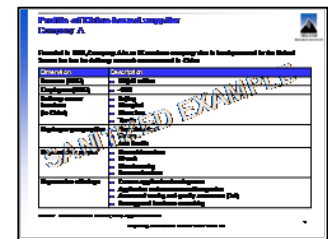
Order-to-Cash profile



3 Key location-specific profiles available

- [China-based IT](#)
- [Indian BPO](#)
- [Philippines-based BPO](#)

China-based IT profile



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

Note: Not all supplier profiles are available online

Supplier profiles for over 80 suppliers are available



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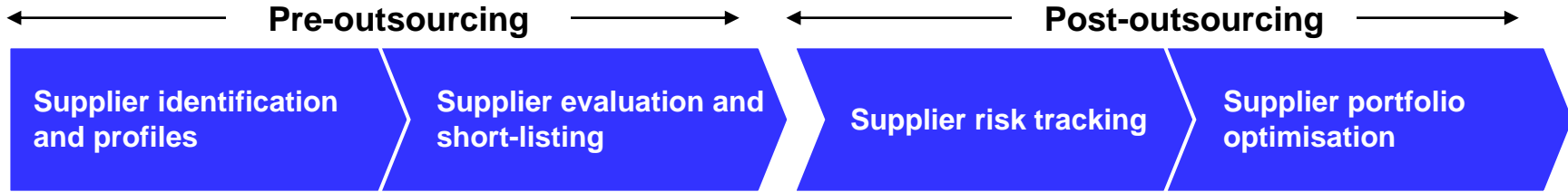
- 24/7 Customer
- Accenture
- Achievo
- Aditya Birla Minacs
- ADP
- Affiliated Computer Services (ACS)
- Ariba
- Arvato
- Atento
- Atos Origin
- Augmentum
- BearingPoint
- Bleum
- BT Global Services
- buyingTeam
- Capgemini
- Capita
- Ceridian
- CGI
- ClientLogic
- Cognizant
- CompuCom
- CSC
- Convergys
- Corbus
- Dell Services
- Dextrys
- Dimension Data
- EDS
- 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
- Perot Systems
- Polaris
- Quattro
- SAIC
- Sapient
- Satyam
- 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

- Most leading suppliers have multiple types of supplier profiles
- The list of suppliers is not exhaustive, and additional supplier profiles can be made available on request

Access our library of profiles at: <http://www.everestresearchinstitute.com/SupplierDirectory>

Note: Not all supplier profiles are available online

Everest's Supplier Intelligence practice assists organisations with supplier-related decisions at all stages of the sourcing lifecycle



Supplier landscape

This study examines an eleven MPO suppliers that meet our client's capability and access criteria

Evaluation framework

Suppliers were evaluated across five main dimensions and qualitative commentary was also provided

Supplier	AD&M capability	Insurance capability	Location	ESG capability	Overall
Supplier 1	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 2	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 3	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 4	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 5	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 6	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●

Portfolio developments

Supplier developments are analysed in this slide to identify the impact of changes in the market

Value proposition analysis

Given the nascent stage of the LPO market in C&EE, client needs to consider multiple options and evaluate the associated trade-offs

Customised supplier profile

All 21 suppliers were profiled in detail to exhibit their AD&M capability and their insurance experience

Supplier	AD&M	Insurance	Location	ESG
Supplier 1	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 2	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 3	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 4	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 5	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 6	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 7	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 8	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 9	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 10	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 11	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 12	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 13	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 14	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 15	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 16	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 17	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 18	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 19	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 20	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 21	●●●●●	●●●●●	●●●●●	●●●●●

Evaluation results

An initial filtering was done of the supplier universe to arrive at a long list of suppliers with the ability to offer services that were of interest to the client

Supplier developments

4/4 2008 | Key developments for suppliers

Supplier	AD&M	Insurance	Location	ESG
Supplier 1	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 2	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 3	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 4	●●●●●	●●●●●	●●●●●	●●●●●
Supplier 5	●●●●●	●●●●●	●●●●●	●●●●●

Supplier positioning

A summary assessment of the insurance vs. AD&M capability was also shown

Can be tailored for any function or location

Customised approach to meet individual needs

Ability to track a wide array of suppliers

Applicable to simple as well as large, complex portfolios

In addition to supplier profiles, we help companies with supplier evaluation and short-listing efforts

Objectives

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

Key issues involved in supplier short-listing

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

Supplier selection requires a thorough evaluation of quantitative and qualitative parameters

Quantitative parameters

Scale

Financial stability

Process expertise

Industry expertise

Global delivery

Situation-specific criteria

Qualitative parameters

Everest experience

Cultural fit

Alignment of interests

Value proposition

Existing relationships

Situation-specific criteria

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

Supplier landscapes

Supplier segments

We evaluated 338 companies across the five regions in scope

Supplier landscape

What is already known on selected EPC suppliers from their market or health analysis by main account portfolio

Value proposition assessment

Given the nascent stage of the LPO market in C&EE, client needs to consider multiple options and evaluate the associated trade-offs

Can be tailored for any function or location

Supplier evaluation

Evaluation framework

Multi-dimension evaluation

Suppliers were evaluated across five main dimensions and qualitative commentary was also provided

Screening process

An initial filtering was done of the supplier universe to arrive at a long list of suppliers with the ability to offer services that were of interest to the client

Approach can be customized to meet individual needs

Supplier short-list/results

Supplier positioning

A summary assessment of the Insurance vs. AD&M capability was also shown

Supplier prioritization

These suppliers were subsequently evaluated and grouped based on how relevant they were to the client

Custom profile

All 21 suppliers were profiled in detail to exhibit their AD&M capability and their insurance experience

Recommends best-fit suppliers 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 suppliers to provide you with:

- Comprehensive capability profiles for leading suppliers
- An extensive directory of suppliers spanning multiple functions, industries and geographies
- Fact-based and practical assistance with short-listing of suppliers
- Framework for optimizing and rationalizing supplier 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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Get the answers today that lead to tomorrow's success



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Everest has the resources, experience, and capabilities to provide companies with the strategic intelligence, analysis, and insight that are crucial to making the right decisions in today's outsourcing marketplace.

With the vision of our leadership team, the personal commitment, and indeed, the passion of our professionals to deliver real value to our clients, our organization is unsurpassed in its ability to guide your company's future success.

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