



# Service Provider Profiles – Preview Deck

Service Provider Intelligence

# Everest Group'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 Group'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

**Snapshot 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)

**Description of individual service provider profiles on subsequent pages**

# Snapshot 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

Snapshot profile

**Corporate service provider profile**  
Company ABC

**Company description:** ABC is a global management consulting, technology services, and outsourcing organization. As a part of its outsourcing segment, Company offers both ITD and SPO services. It primarily serves industries like automotive, communications, electronics & high technology, and media & entertainment, among others.

**Key leaders:** William J. Green, Executive Chairman, Pierre-Henri de Charette, CEO, Jo Deleens, COO, Pamela J. Craig, CFO, Stefan J. Cole, Group Chief Executive - Technology, Michael J. Sakala, Group Chief Executive - SPO

**Headquarters:** Dublin, Ireland

**Service delivery capability:** Global delivery centers across Europe, North America, Latin America, Africa, and Asia-Pacific

**Major clients:** AT&T, ST, Renault, Best Buy, Cable & Wireless, Electrolux, European Commission, Ghosia, Telecom Italia, Telefonica, Unilever, Whirlpool

**Service offerings/capabilities:** Analytics, application outsourcing, business process outsourcing, consulting, customer relationship management, finance and performance management, human resource management, infrastructure outsourcing, supply chain management

**Market news:**

- Mar 2012: ABC appointed Martin J. Cole as Chief Executive of the company's technology growth platform. Cole will also continue to serve as Chief Executive of ABC's Communications, Media & Technology operating group.
- Feb 2012: ABC opened its new R&D lab in Beijing, China. The new facility will enable ABC to monitor China's information technology (IT) needs and deliver solutions to meet the regional requirements.
- Jan 2012: ABC announced its partnership with FI group to launch a new multi-channel customer portal, which provides customers with an access to claim information via FI's website and through mobile devices.
- Jan 2012: ABC announced the release of 'ABC Connected Vehicle Integrated Solution'. The solution would help auto and truck manufacturers meet growing demand from consumers for vehicle technologies such as Wi-Fi access to the ability to process mobile payments for parking, insurance, and tolls.
- Jan 2012: ABC announced plans to hire ~60,000 employees in 2012, after closing with a global headcount of 104,000 in 2011. The main objective ABC's aim to maintain its allocation rate at above 85% and growth in its backlog for the year 2012.
- Jan 2012: ABC announced the acquisition of Fin Africa Analytics, a Spain-based consulting firm specializing in optimization and predictive analytics, for an undisclosed amount.

1: FY ends August 31  
2: As on February 2012  
Source: Everest Group (EGR) public disclosures (last update: June 2012)

	FY 2011	FY 2010	FY 2009
Revenue <sup>1</sup>	1,042,627M	1,052,153M	1,042,177M
Operating margins	13.8%	13.5%	12.2%
Employees	141,000 <sup>2</sup>	104,000	101,000

**Revenue services mix (2011):** 15% Consulting, 41% outsourcing  
**Revenue regional mix (2011):** 20% Products, 21% communications and high tech, 21% financial services, 18% resources, 15% health and public sector

**Revenue geographical mix (2011):** 44% Americas, 47% EMEA, 11% Asia-Pacific

**Key offshore locations:** Argentina, Brazil, Chile, China, Czech Republic, Hong Kong, Hungary, India, Latvia, Malaysia, Mauritius, Mexico, Monaco, Philippines, Poland, Romania, Singapore, Slovakia, South Korea, Turkey

**Quality certifications:** CMMI 3, CMMI 5, ITIL, SAS 70, COPC, etc. (see Sigma ABC 2001, 600 0000)

**Credit rating:** See Sigma (if any)

**Recent transactions:**

- Mar 2012: Guinness Anchor Berhad (GAB), AD contract
- Mar 2012: USOP Department of Education and Communities - Australia, US\$10M, 1 years, AD contract
- Mar 2012: Paragonix 1 years, AD contract
- Feb 2012: Norwegian National Police Directorate - Norway, AD contract
- Feb 2012: Rokkassjonehuset (Rokkassjonehuset), AD contract
- Feb 2012: Australian Department of Defense, 1 years, AD contract
- Feb 2012: Internal Revenue Service - United States, 10 years, AD contract
- Jan 2012: Directorate of Legal & Administrative Information - France, 3 years, AD contract
- Jan 2012: Federal Bureau of Investigation (FBI) - United States, 5 years, AD contract

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EGR-2012-5-SP-0001

Access our library of profiles at: <http://research.everestgrp.com/SupplierDirectory>

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**

**BFSI BPO**

**Cloud Offering**

**Customer Relationship Management**

**Finance & Accounting Outsourcing (FAO)**

**Human Resources Outsourcing (HRO)**

**Information Technology (IT) Applications**

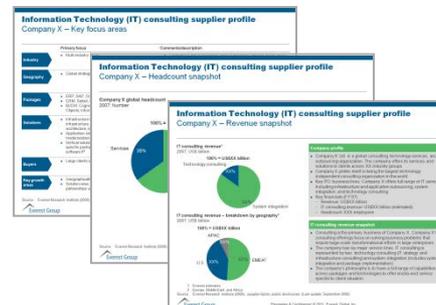
**Order-to-cash**

**Procure-to-pay**

**Procurement Outsourcing (PO)**

**IT-consulting profile**

**NOT EXHAUSTIVE**



**Order-to-Cash 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
- Quattro
- SAIC
- Sapient
- Siemens
- Sitel
- Softek
- 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://research.everestgrp.com/SupplierDirectory>

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# 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

Scale

Financial stability

Process expertise

Industry expertise

Global delivery

Situation-specific criteria

#### Qualitative parameters

Everest Group experience

Cultural fit

Alignment of interests

Value proposition

Existing relationships

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

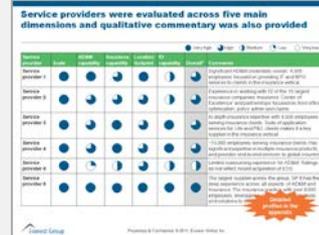
## Service provider evaluation

### Evaluation framework

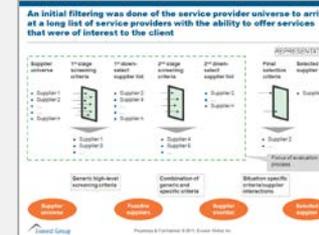
**The evaluation ratings were based on the following set of criteria**

Criteria	Weight	Score	Rating
Financial strength	15%	85.118	A
Operational efficiency	15%	85.118	A
Client satisfaction	15%	85.118	A
Service quality	15%	85.118	A
Employee satisfaction	15%	85.118	A
ESG performance	15%	85.118	A

### Multi-dimension evaluation



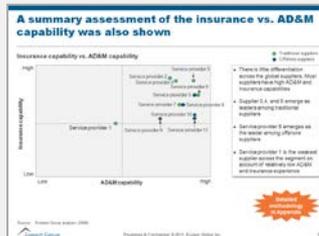
### Screening process



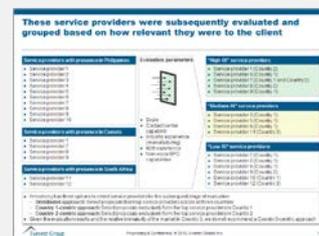
Approach can be customized to meet individual needs

## Service provider short-list/results

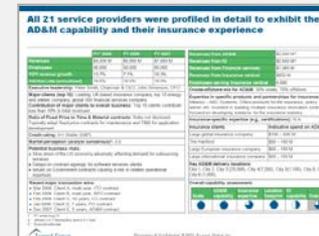
### Service provider positioning



### 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 Group 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 Group 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

## Leading clients from **insight** to **action**

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Everest Group is an advisor to business leaders on the next generation of global services with a worldwide reputation for helping Global 1000 firms dramatically improve their performance by optimizing their back- and middle-office business services. With a fact-based approach driving outcomes, Everest Group counsels organizations with complex challenges related to the use and delivery of global services in their pursuits to balance short-term needs with long-term goals. Through its practical consulting, original research, and industry resource services, Everest Group helps clients maximize value from delivery strategies, talent and sourcing models, technologies, and management approaches. Established in 1991, Everest Group serves users of global services, providers of services, country organizations, and private equity firms in six continents across all industry categories. For more information, please visit [www.everestgrp.com](http://www.everestgrp.com) and [research.everestgrp.com](http://research.everestgrp.com).

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