



## **“Next-wave” Location Profile – Pune, India**

Locations Insider™ (LI)  
Market Report – June 2017 – Preview Deck

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## Subscription information

- This full report is included in the following subscription(s)
  - **Locations Insider™ (LI)**
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\* Banking, financial services, and insurance

## Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment



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# Overview and methodology of the research

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## Overview of the research

Everest Group's Next wave location profiles provide crisp, yet insightful assessment of emerging / "Next-wave" countries or cities for services delivery. These reports help global sourcing practitioners or location strategy professionals stay ahead of competition in understanding global sourcing opportunities in "Next-wave" locations.

These reports offer perspectives on key dimensions that impact a location's relative attractiveness, including:

- Key drivers, challenges and untapped opportunities for global sourcing industry
- Talent and skills availability (at both entry and experienced levels)
- Depth and maturity across functions
- Financial attractiveness (including wage inflation and attrition)
- Delivery presence of enterprises and service providers
- Key languages supported
- Key environment risks (e.g., macroeconomic, geopolitical, infrastructure, safety and security, legal and regulatory)

## The methodology of these reports includes:

- Proprietary tracking and databases on operating costs, labor pool, market activity, and risks
- Year-round tracking of 200+ locations around the world
- Coverage across all offshore, nearshore, and onshore locations across regions (APAC, Europe, North America, Latin America, Africa)
- Over 120 global projects on supporting clients on location decisions
- Executive-level relationships with buyers, service providers, technology providers, and industry associations

# This study provides perspectives on key aspects of the global sourcing market in the location; below are four charts to illustrate the coverage of the report

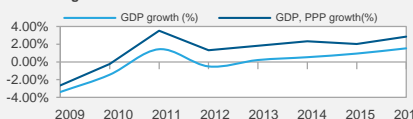
## Country/City | Overview

### Geographic and socio-economic indicators

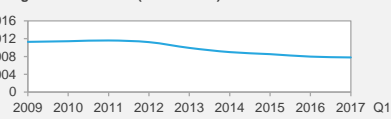
Region	XX
Time zone	XX
Government type	XX
Population	XX
GDP	XX
GDP per capita	XX
Currency	XX
Corporate tax rate	XX
CPI inflation	XX
Major languages spoken	XX
Economic development agency	XX

### Economic Indicators

#### Annual GDP growth rate



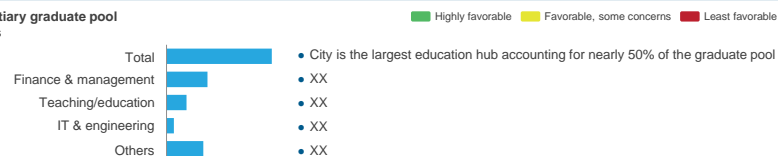
#### Exchange rate movement (LCU to USD)



## Country/City | Talent and cost overview (page 1 of 2)

### Entry-level talent pool

#### Annual tertiary graduate pool 2017; '000s



### Functions supported

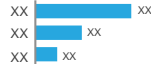
Functions	Maturity
Contact center	XX
Non-voice BP	XX
IT-ADM	XX
IT Infrastructure	XX
Digital	XX

- Contact center services such as customer care, receivables management, technical helpdesk, and outbound sales dominate the city offshore delivery landscape

## Country/City | Talent and cost overview (page 2 of 2)

### Operating cost

#### Annual operating cost per FTE-BP (F&A)<sup>1,2</sup> 2017; USD '000s



#### Annual operating cost per FTE-CC<sup>1,2</sup> 2017; USD '000s



- City offers significant cost arbitrage over U.S. locations, and is amongst the most attractive nearshore locations from a cost perspective
- XX

### Wage inflation and attrition

#### Wage inflation and attrition (CC) 2017; Percentage per annum



- Moderate wage inflation and attrition
- XX

### Language skills

- XX
- XX

## Country/City | Risk profile

Parameter Everest Group rating Comments

Geopolitical	XX	<ul style="list-style-type: none"> <li>• City has witnessed a stable political climate over the past few years, with both major political parties exhibiting a positive stance towards the industry</li> <li>• XX</li> <li>• XX</li> <li>• XX</li> <li>• XX</li> </ul>
Macroeconomic	XX	<ul style="list-style-type: none"> <li>• City administration continues to meet its fiscal targets under the IMF loan accord, thus enabling further credit from the IMF and other multilateral lenders</li> <li>• XX</li> <li>• XX</li> <li>• XX</li> <li>• XX</li> <li>• XX</li> <li>• XX</li> <li>• XX</li> </ul>
Infrastructure	XX	<ul style="list-style-type: none"> <li>• City has built a strong optical fiber communication network around the country</li> <li>• XX</li> <li>• XX</li> <li>• XX</li> </ul>

# Locations Insider research calendar

Published Current

## Topic

## Release date

Global Locations Annual Report .....	October 2016
"Next-wave" Location Profiles – Kiev, Ukraine .....	November 2016
Argentina Global Services Industry – Breaking Political Shackles? .....	January 2017
Determining Scalability Potential of a Location – Not as Easy as It Seems!! .....	January 2017
"Next-wave" Location Profiles – Belo Horizonte, Brazil .....	March 2017
The Road Ahead After Brexit: A Global Services Perspective on the Impact of the Change .....	March 2017
The Philippines IT-BPM Industry: Cautious Optimism in Turbulent Times .....	March 2017
"Next-wave" Location Profiles – Cavite, the Philippines .....	March 2017
IT services delivery from Asia Pacific .....	April 2017
"Next-wave" Location Profiles – Jamaica .....	May 2017
"Next-wave" Location Profiles – Bangladesh .....	June 2017
"Next-wave" Location Profiles – Pune, India .....	June 2017
Emergence of Western Europe for centralized service delivery to Europe .....	Q2 2017
Global Locations Annual Report .....	Q2 2017
Implications of automation on talent requirements and talent hotspots for automation CoEs .....	Q2 2017
Impact of Brexit on contact center landscape in UK & Ireland .....	Q2 2017
"Next-wave" Location Profiles – Cork, Ireland .....	Q2 2017

# Additional research references

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The following documents are recommended for additional insight into the topic covered in this report. The recommended documents either provide additional details, or complementary content that may be of interest:

1. **Adapting Talent to Market: The GIC IT Services Talent Landscape in India** ([EGR-2016-2-R-1749](#)); 2016. India is the largest offshore IT services delivery location, both for IT service providers and Global In-house Centers (GICs). With almost 200,000 FTEs employed among GICs in the IT services space, and substantial plans for expansion underway, the talent market is heating up. GIC leaders are now looking for a talent strategy that not only meets their business objectives but also aligns with prevailing talent demand-supply dynamics. This report takes a closer look at the IT services talent landscape among GICs in India and addresses the following burning questions often asked by stakeholders
2. **Innovation Beyond Borders – Global Talent Hotspots for Engineering Services and Research & Development (ER&D)** ([EGR-2016-2-R-1865](#)); 2016. This report provides an in-depth view of the ER&D global sourcing industry from a talent perspective. It covers the global distribution of ER&D talent and cost competitiveness of leading global sourcing locations providing readers with an up-close view of global talent “hotspots” for various ER&D segments
3. **Next-wave Location Profile – Chandigarh, India** ([EGR-2016-LP-1924](#)); 2016. Everest Group’s Next Wave Location Profiles provide crisp, yet insightful assessment of emerging / “next-wave” countries or cities for services delivery. This report on Chandigarh (India) offers perspectives on global sourcing profile of Chandigarh, key opportunities, drivers, and challenges, along with an overview of talent availability, operating costs, and environment risks

For more information on this and other researches published by Everest Group, please contact us:

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## About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at [www.everestgrp.com](http://www.everestgrp.com).

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