



# "Next-wave" Location Profile - Singapore

Locations Insider<sup>™</sup> (LI)

Market Report – August 2018: Complimentary Abstract / Table of Contents

# Our research offerings for global services

► Market Vista™ Global services tracking across functions, sourcing industry tracking reports also available	ng models, locations, and service providers –
► Application Services	► Human Resources
▶ BPS   Banking & Financial Services	► ITS   Banking & Financial Services
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# **Membership information**

- This report is included in the following research program(s)
  - Locations Insider™
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## More about membership

In addition to a suite of published research, a membership may include

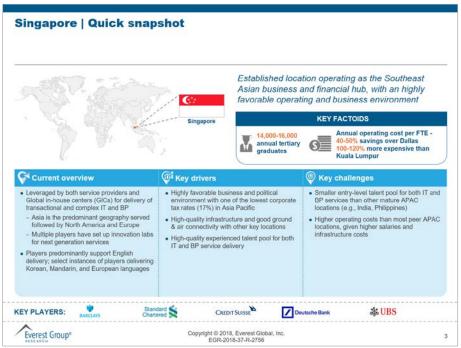
- Price book
- Pinnacle Accelerators
- Data cuts
- Analyst access
- Virtual Roundtables
- Workshops

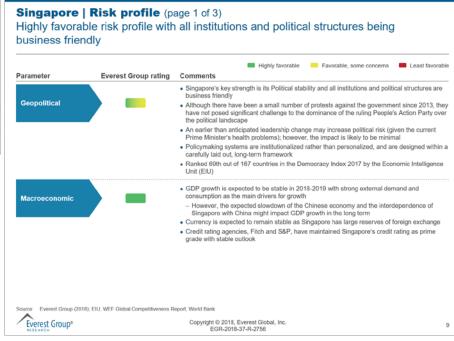
## **Custom research capabilities**

- 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



# This report provides perspectives on key aspects of the global sourcing market in Singapore







# Research calendar - Locations Insider™

Published Planne	ed [] Current release
Flagship Locations Insider™ reports	Release date
"Next-wave" Location Profiles – Manchester, United Kingdom	February 2018
Global Locations Annual Report 2018: Service Delivery Portfolios in a Disrupted World	June 2018
"Next-wave" Location Profile – Timisoara, Romania	June 2018
"Next-wave" Location Profiles – Santiago, Chile	June 2018
"Next-wave" Location Profile – Bangalore, India	July 2018
"Next-wave" Location Profiles – Johannesburg, South Africa	August 2018
"Next-wave" Location Profile – Singapore	August 2018
"Next-wave" Location Profile – Campinas, Brazil	
Thematic Locations Insider reports	
Changing the Contact Center Delivery Model to Target Customer Experience	October 2017
What is the True Maturity of Indian Contact Center Market?	October 2017
Brexit, GDPR, and Digital Winds of Change: Disruption or Transformation of Service Delivery to the UK and Ireland?	October 2017
Poland Tier-2/3 Cities: Complementing Tier-1 Cities or Carving a Niche for Digital Services	December 2017
Betting on the Future – The Bangladesh IT-ITeS Industry is Poised for Growth	December 2017
What Will 2018 Have in Store for Locations Strategies?	May 2018
Contact Center Services for the U.S. Market: Shifting Location Strategies for Shifting Market Demands	July 2018
Where are FinTech Startups Concentrated?	Q3 2018

Note: For a list of all Locations Insider  $^{\text{TM}}$  reports published by us, please refer to our  $\underline{\text{website page}}$ 



# Additional research references

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. "Next-wave" Location Profile Bangalore, India (<u>EGR-2018-37-R-2725</u>); 2018. This report analyses Bangalore and offers perspectives on global sourcing profile of Bangalore, key opportunities, drivers, and challenges, along with an overview of talent availability, operating costs, and environment risks
- 2. Global Locations Annual Report 2018: Service Delivery Portfolios in a Disrupted World (EGR-2018-37-R-2646); 2018. The Global Locations Annual Report 2018 is a unique and comprehensive guide to understanding the nuances of the global services locations landscape and interpreting locations-related developments and trends to frame locations strategy. This report has three tenets Key Trends Shaping the Landscape, Risk Watch, and Locations PEAK Matrix. It presents insights into the size and growth of the global services market, update of locations activity, changes in risk profiles of locations, and an analysis of the relative maturity, arbitrage, and potential of locations for multiple functions
- 3. IT Services Delivery from APAC (EGR-2017-2-R-2137); 2017. While IT services delivery in the Asia Pacific region has traditionally been centered predominantly in India, companies have shown increased interest in exploring alternative locations such as the Philippines, China, Malaysia, Singapore, and even destinations such as Sri Lanka and Vietnam. In addition to offering lower cost than onshore United States and Europe, each of these locations has a unique value proposition, making them attractive choices for setting up alternative delivery centers / regional hubs for IT operations. This report provides a detailed assessment of location options within the Asia Pacific region for global IT service delivery

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

Parul Jain, Senior Analyst – Global Sourcing: parul.jain@everestgrp.com

Aditi Goenka, Senior Analyst – Global Sourcing: <a href="mailto:aditi.goenka@everestgrp.com">aditi.goenka@everestgrp.com</a>

**Rahul Gupta**, Analyst – Global Sourcing: <a href="mailto:rahul.gupta@everestgrp.com">rahul.gupta@everestgrp.com</a>

Website: www.everestgrp.com | Phone: +1-214-451-3000 | Email: info@everestgrp.com





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# **Dallas (Headquarters)**

info@everestgrp.com +1-214-451-3000

# Bangalore

india@everestgrp.com +91 806-781-9999

#### Delhi

india@everestgrp.com +91-124-496-1000

#### London

unitedkingdom@everestgrp.com +44-207-129-1318

## **New York**

info@everestgrp.com +1-646-805-4000

## **Toronto**

canada@everestgrp.com +1-416-388-6765

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