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Portal overview
Content flow

- How to login or register
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Logging in (www2.everestgrp.com)
How to log in, page 1 of 2

How DO I KNOW IF I AM LOGGED IN?
If the word “Log in” appears, you are NOT logged in

Click the LOGIN/REGISTER button to login or register
Logging in (www2.everestgrp.com)
How to log in, page 2 of 2

Choose either the:
- LOGIN or
- REGISTER tab

Choose LOGIN if:
- You have previously used the reports portal and have a username; or
- You have a username, but no password/forgot password

Choose REGISTER if:
- If you are new to the portal
- If you are new to the portal and have an access code, please enter it as part of registration

REGISTER FOR ACCESS

First name
Last name
Email
Note: Provide company email.
Phone (optional)
Job Title (optional)
Company
Country (optional) Please select a country
Language English
Password
Confirm Password

I have an access code

Please review our Privacy Notice and click the checkbox if you consent to the use of the Personal Data you provide to us, for purposes of providing you with information relating to Everest Group’s goods and services.

Marketing

After registration is complete, tailor your email preferences and receive relevant new report updates by copying this link and pasting it on this site’s address bar.

I'm not a robot

Note: Password is case sensitive.

Remember my login details on this computer

Login

Forgotten Password / Existing user, first time visit to new reports portal?
Homepage highlights
Page 2 of 2

- Search with keyword or click Advanced Search for more options
- Accordion navigation to find reports in specific categories
- Shows all new products for past 60 days
- Choose email/communication preferences
- Information and access to Market Intelligence database
- Surveys and analyses on Pinnacle Enterprises
Homepage highlights
Research hover navigation

Hovering over the Research tab opens a pop up menu

Select research by Research Area

Select research by Enterprise Membership area

Select research by Document Type
If you select a particular category or sub-category from the Homepage left-hand accordion navigation, you will link to a category landing page. Additional recommended products based on the category you chose can be arranged by various selections, and can show all products or only your products; the defaults are Licensed/Date sort order and All Products.

Banking and Financial Services (BFS) - Business Process Outsourcing (BPO)

Our Banking & Financial Services - BPO research provides deep understanding of the industry landscape based on a database of 23+ providers and 560+ buyer contracts, updated annually. The membership offers a wide range of research on the buyer community, including buyer size and region, contract and contract scope details, as well as provider capability and performance.

Matching Products to Buy

- **Banking BPO – Service Provider Profile Compendium 2018**
  - 9 Aug 2018
  - The banking BPO service provider profile compendium provides accurate, comprehensive, and fact-based snapshots of 17 service providers in the market. These include Capgemini, Cognizant, Concentrix, Conduent, EY, Firstsource, Genpact, HCL, Technologia...

- **Analytics Business Process Services (BPS) – Service Provider Compendium 2018**
  - 25 Jul 2018
  - The analytics BPS service provider compendium provides accurate, comprehensive, and fact-based snapshots of 16 service providers in the analytics BPS market. The study provides a detailed five-page profile of each analytics BPS service provider assessed.
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Finding reports
Using homepage accordion navigation

1a Choose report category from left navigation on homepage

1b Choose report from category landing page
**Finding reports**

**Using MY REPORTS button on homepage**

1. Click on MY REPORTS button on homepage image to access reports in your subscription.

2a. 

2b. Choose report from matching products list.

- "Next-wave" Location Profile – Singapore
- Contact Center Outsourcing (CCO) – Service Provider Compendium 2018
- Managed Service Provider (MSP): A Peek into the Buyer’s Mind – Digital and Futuristic Outlook is the Key to Buyer Delight
- "Next-wave" Location Profile – Johannesburg, South Africa
- Market Vista™ : Q2 2018
- AIOps – IT Infrastructure Services for the Digital Age
- Finance and Accounting Digital Augmentation Suite (F&A DAS) – Service Provider Landscape with Solutions PEAK Matrix™ Assessment 2018
Finding reports
Using Search

3 Click on one of two Search options:

3a Search with keyword or from Popular Searches

3b Or search with keyword from top right nav from any page on site

3c Choose report from search results
Finding reports
Using tags (Analysts)

4a Click on Advanced Search ———> 4b Click on Analysts

Analysts appear in alphabetical order by last name

The number next to the name is the number of reports the analyst is tagged in
Finding reports
Using tags (Service Providers)

5a Click on Advanced Search

5b Click on Service Providers

Service Providers are ordered according to the number of times they are tagged.

The number next to the company name is the number of reports the service provider is tagged in.
Finding reports
Using tags (Top 25 Reports)

6a Click on Advanced Search

6b Click on Top 25 Reports

Clicking Top 25 Reports shows the top 25 downloaded reports over the past month in the report listing section (Matching Products).
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## Using search

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Using search

Overview

**Quick Search**
Left rail on homepage
- Search with keyword(s) or from Popular Searches from the main homepage

**Popular Searches**
Below Quick Search on homepage
- Choose among popular search terms

**Traditional Search box**
Top right of all portal pages
- Search with keyword(s) from top right navigation bar on any page on site
Using search results landing page

After searching, using *either* of the two search options, you will see the search results landing page.

- Filters allow you to narrow search results to a focused set of products.
- Green icon: you have access. Red padlock: you do not have access.
- Search parameters can be saved and added to your profile.
- Search results default to Relevance and All Products.
- Additional recommended products based on Search keyword(s).
Filter search by one or a combination of ten criteria to focus results.

1. **ANALYSTS**
2. **SERVICE PROVIDERS**
3. **TOP 25 REPORTS**
4. **RESEARCH AREA**
5. **ENTERPRISE MEMBERSHIPS**
6. **DOCUMENT TYPE**
7. **GEOGRAPHY**
8. **INDUSTRY**
9. **PUBLISHED DATE**
10. **STATUS**

Matching Products

Application Services – Annual Report 2018: The Future of Architecture is Intelligent

18 Jun 2018

4 MATCHES

63 pages

Matching Products to Buy

Application Services – Annual Report 2018: The Future of Architecture is Intelligent

18 Jun 2018

4 MATCHES

Products Per Page 10

Enterprise have always been challenged by the burden of legacy systems, which hinders their ability to become digital. The situation is exacerbated by enterprises’ disregard for and the neglect of their software architectures, which form the backbone...
Using Search
Saving searches, page 1 of 2

1. Click Save this Search to save search criteria
Using Search
Saving searches, page 2 of 2

2 Manage the saved search

- Name the saved search
- If desired, check box to pin saved search to homepage
- Check box if you want to share with colleagues
- Check box if you want to receive email updates when a new report matching saved search criteria is published
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**User profile**

**Page 1 of 2**

### Profile tab
- Includes information you provided during registration
- You can change fields in profile at any time
- You can upload your photo for a more personalized experience

### Saved Searches tab
- Includes any Search parameters you have saved
- No limit to the number of saved searches
- Saved searches can be pinned to the Homepage (under Type)

---

**User Profile**

**Your Information**
- Name: [Enter]
- Job Title: [Enter]
- Department: [Enter]
- Phone: [Enter]
- Email: [Enter]
- Language: [Enter]

**Your Profile Picture**
- Upload New Picture

---

**Saved Searches**

**Your Saved Searches**
- FILTER BY TITLE OR SEARCH TERM
- Type to Display:
  - Searches by Me
  - Searches by Others
- Name: automation
- Search Term: automation

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[Image of Everest Group's User Profile page with profile and saved searches sections highlighted]
Clippings tab
- Area for you to save pages from a specific report or from several reports
- Allows you to create and save your own report
- You can download your Clippings
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Clippings feature
Page 1 of 2

1. From report landing page, choose page to add to Clippings

- Hover mouse over selected report page;
- Click on Add page to clippings;
- You may save as many pages as you want within one report or across reports.
Clippings feature
Page 2 of 2

2. Go to User Profile > Clippings

3. Save and/or download clipping(s) to create your own report

- a. Save Selection

- b. Download to Office
  - Download to Word
  - Download to PDF
  - Download to Excel
  - Download to PowerPoint

Saved Reports
You have not yet created a report. You can save your clippings for future use, to share with colleagues, or to create a custom report.
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- Ask the analyst
My Preferences
Personalize your communications

Preferences tab on Homepage will include your email preferences if you have previously selected them.
You will be able to choose and/or update your preferences in this tab.
Everest Group Market Intelligence is the new home of Transaction Intelligence, a comprehensive and growing database of over 27,000 IT, business process, engineering services, and digital transformation outsourcing transactions. It also contains details of mergers and acquisitions for the world’s top 20 service providers.

This relaunched platform delivers:

- Improved performance and search speed
- Improved coverage through more extensive sources
- Redesigned, more granular classification system (see Transition from Old to New Industry Classification below)
- Saved searches (run searches, save and name to your own workplace for future use)
- Library of preconfigured reports for download into Excel/CSV and ability to request further custom reports
- Ability to view all information by company
- Direct connection to the Everest Group research team

What is the source of this data? The data is obtained from multiple secondary public domain sources such as supplier web sites, industry newsletters, and online journals.

How many records are there in the system? There are details of over 27,000 sourcing and digital transformation transactions, including over 1,000 M&A deals.

What data points are included? The names of the companies spending the money and the companies providing services, the value, start date and duration of the contract, and the country in which it was signed. Because the service is based on public domain information, not all data points are available for every transaction.

How many transactions are added each month? Everest Group’s research team typically researches and uploads 150 deals every month.

How is the functional scope of a transaction classified? The transactions are classified according to the processes that are being outsourced. The deal may be BPO, ITO, engineering services, related to digital transformation, or a mix of these services.

Transition from Old to New Industry Classification
Opens form for clients to fill out to learn more about their company’s positioning relative to Pinnacle Enterprises
Digital Maturity in GICs

The rise of next-generation technologies, such as mobility, analytics, cloud, automation, and other enabling technologies, offers GICs a unique opportunity to drive their enterprises’ digital agendas. Pinnacle performance doesn’t just happen, it is built by design. So what do these designs and journey’s look like?

Digital Transformation Readiness

Your IT organization must be ready to reinvent the enterprise through digital technology that dramatically alters their customers’ experience and their business processes. To do so requires first a reinvention of the IT organization itself.

To participate in upcoming Pinnacle Model analyses, please click on a topic below. As a participant, we will provide you with a 30-minute debrief of your position versus other organizations when the analysis is complete.

Accelerating Customer Experience Through an Optimized Outsourced Contact Center Delivery Model

Digitally-driven CX strategies seek more impactful engagement with customers via their contact centers. Smart utilization of a contact center outsourcing (CCO) model can accelerate the path to achieving industry-leading customer experiences. How do leading CX enterprises approach their CCO engagements to achieve these outcomes?

Building GIC Talent of the Future

Talent is becoming a critical component and differentiator for GICs as enterprises embark upon their digital journeys. How are GICs stepping up to address the need to transform and create future-proof talent management models? This analysis will look at how GICs can identify, develop, and retain skills critical for future service delivery, including best practices for building agile delivery teams and enabling talent management processes, how to create the right employee experience for the future, and how the GIC can maximize the ROI on talent investments.
Ask the analyst

Enter your question about the current report

Click Ask now button to ask a question about the current report

ASK THE ANALYST dialog box will open.

Click Send to submit your question

Your question will be forwarded to the report-specific analyst(s)
Please contact your client director if you have questions about the Everest Group reports portal; experience issues accessing reports; or would like to schedule an analyst inquiry.

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