



Next-wave Location Profile

Locations Insider™

Market Report: November 2013 – Preview Deck

Our research offerings for global services

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Market Vista™

Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available

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Cloud Vista™

Recruitment process

Global sourcing

Contact center

Locations Insider™

Transaction Intelligence

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

¹ Banking, financial services, and insurance

Overview and methodology of the research

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:

- Global sourcing profile (e.g., functions supported, market activity) of the location
- Opportunities for enterprises and service providers
- Key drivers and challenges for global sourcing industry
- Overview of talent availability and operating costs (including wage inflation and attrition)
- Key environment risks (e.g., geopolitical, macroeconomic, safety)

The methodology of these reports includes:

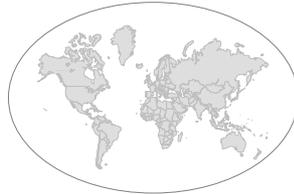
- Proprietary tracking and databases on operating costs, labor pool, market activity, and risks
- Year-round tracking of 180+ locations around the world
- Coverage across all offshore, nearshore, and onshore locations across regions (APAC, Europe, North America, LATAM, Africa)
- Over 100 global projects 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

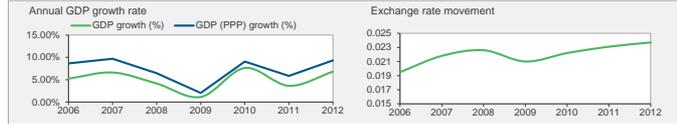
Country/city overview and market activity

Key factoids – geographic and socio-economic

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



Economic indicators



Growth drivers, opportunities, and challenges

Relative maturity of functions served

- Primarily leveraged for English-language contact center services delivery to the United States
- Multiple instances of both GICs and service providers providing transactional back-office services
- XXX

Potential opportunities

- Availability of high-quality graduates can drive the growth of the Knowledge Process Outsourcing (KPO) industry
- XXX
- XXX
- XXX
- XXX

Drivers for industry growth

- Cultural affinity with the United States and high proficiency in American-style English
- Attractive cost arbitrage over U.S. cities
- XXX
- XXX
- XXX

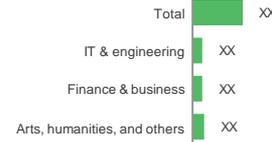
Likely challenges

- Global branding as voice BP leader presents a challenge for the visibility and growth of non-voice BP
- XXX
- XXX
- XXX

Talent availability and operating cost

Entry-level talent pool

Annual tertiary graduate pool 2013; '000s



Operating cost

Annual operating cost per FTE – contact center 2013; US\$ '000s



Wage inflation and attrition (CC) 2013; Percentage per annum



Risk assessment

Legend: Highly favorable (Green), Favorable, some concerns (Yellow), Least favorable (Red)

Parameter	Everest Group rating	Comments
Geopolitical ¹	Highly favorable	
Macro-economic ¹	Favorable, some concerns	
Infrastructure	Favorable, some concerns	
Safety and security	Favorable, some concerns	
Regulations and ease of doing business ¹	Favorable, some concerns	

Source: Everest Group (2013)

Locations Insider research calendar

Topic	 Current Release date
"Next-wave" location profile: Cebu	November 2013
"Next-wave" location profile: Guatemala	November 2013
"Next-wave" location profile: Bulgaria	Q4-2013
Function Focus: Locations for delivery of F&A in Latin America	Q4-2013
Global Locations Annual Report	Q1-2014
Emerging Locations Trends report 1: Delivery of IT services from the U.S.	Q1-2014
"Next-wave" location profile: Latvia	Q1-2014
"Next-wave" location profile: Peru	Q1-2014

Appendix: Additional research references

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

1. **Global Locations Compass – Poland** ([EGR-2013-2-R-0978](#)); 2013. This report analyses Poland as a global services destination and the country's unique value proposition in global services. The report will enable developing a holistic perspective for investors who are evaluating, entering, or expanding existing footprint in the country
2. **Global Location Compass – The Philippines** ([EGR-2011-2-R-0637](#)); 2012. This report analyses the Philippines as a global services destination and the country's unique value proposition in global services. The report would enable developing a holistic perspective for investors who are evaluating, entering, or expanding existing footprint in the country
3. **Global Location Insights: November 2013 – Baltic States - Scandinavian “Backyard” or Emerging Opportunities to Service Western Europe** ([EGR-2013-8-R-0996](#)); 2013. This report evaluates the current global service delivery landscape and suitability of Baltic States for supporting Western Europe and other regions for IT and BP services. Additionally, it offers perspectives on the drivers and challenges for the global services industry in the Baltic States and their future outlook as global delivery locations.

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

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At a glance

- With a fact-based approach driving outcomes, Everest Group counsels organizations with complex challenges related to the use and delivery of the next generation of global services
- 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

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