



Global Services Trends in Q1 2016

January-March 2016

Market Vista™: Industry Trends – Preview Deck

Everest Group

MARKET VISTA™

Our research offerings for global services

▶ **Market Vista™**

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

▶ **BFSI¹ Information Technology**

▶ **BFSI¹ Business Process**

▶ **Healthcare & Life Sciences**

▶ **Application & Digital**

▶ **Cloud & Infrastructure**

▶ **Global Sourcing**

▶ **Locations Insider™**

▶ **Service Optimization Technologies**

▶ **PricePoint™**

▶ **Finance & Accounting**

▶ **Procurement**

▶ **Human Resources**

▶ **Recruitment & Talent Acquisition**

▶ **Contact Center**

▶ **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

Subscription information

- The full report is included in the following subscription(s)
 - **Market Vista™**
- In addition to published research, a subscription may include analyst inquiry, data cuts, and other services
- **If you want to learn whether your organization has a subscription agreement or request information on pricing and subscription options, please contact us**



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¹ Banking, financial services, and insurance

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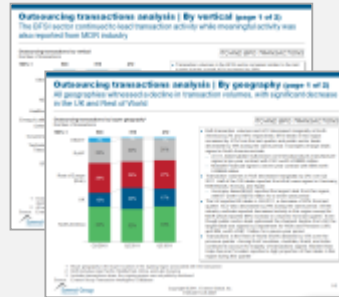
- **Product overview**
- Illustrative contents

Market Vista enables effective decision-making

Global sourcing managers need research, analysis, and insight to demystify the market and direct clear, impactful decisions

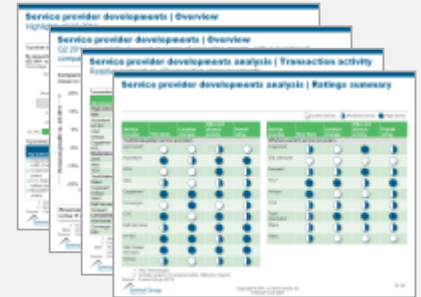
Overall sourcing market

- Detailed analysis of trends by vertical and geography
- Report of transaction volume, size, and momentum
- Perspective on events with significant industry impact (e.g., M&A)
- Implications of regulatory changes



Service provider landscape

- Updates on service provider market share, capabilities, and performance
- Service provider profiles, including data on:
 - Transactions
 - Location footprint
 - M&A activity



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Location data and dynamics

- Data on market activity in key offshore geographies
 - Political
 - Macroeconomic
 - Promotion incentives
- Trends in wage inflation, attrition, and arbitrage



Processes and models

- Process-level trends
- Global In-house Center (GIC) set-ups, divestures, and overall trends
- Fact-based insights on adoption of emerging pricing models
- Data and perspectives on new opportunity areas



Quarterly
report

Primer

Location
database

Breaking
viewpoint

Location insights
e-newsletter

Service provider
capability profiles

Industry
trends

Trends reports complement Market Vista quarterly reports by providing in-depth coverage of global sourcing across verticals and regions

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Market Vista Buyer Geography Trends reports

Regions tracked

- United States and Canada
- Europe
- Rest of the World (RoW), including Asia Pacific (APAC), Latin America (LATAM), and Middle East & Africa (MEA)

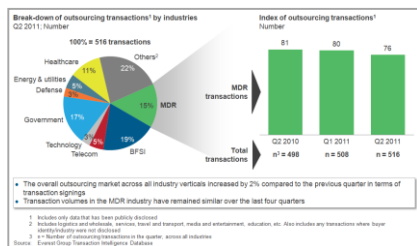
Market Vista Industry Trends reports

Industries tracked

- Banking, Financial Services, & Insurance (BFSI)
- Manufacturing, Distribution, and Retail (MDR)
- Energy & Utilities (E&U)
- Healthcare
- Technology
- Telecom
- Public sector
- Travel & hospitality

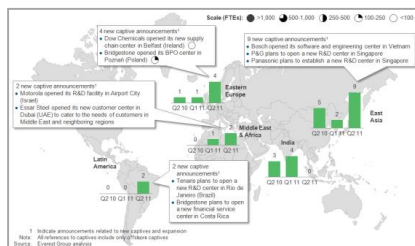
30+ pages of analysis on each vertical/region every quarter

Outsourcing transaction activity



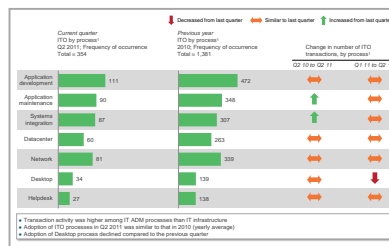
- Trends in transaction volume, contract values, and momentum
- Events with industry impact

GIC set-up and expansion activity



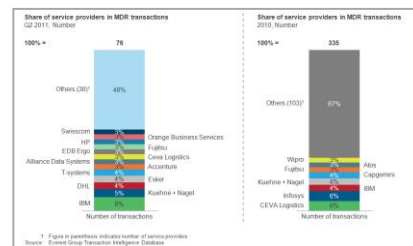
- GIC set-ups, expansions, and divestures
- Analysis of buyers, locations, and scope of work offshored

Processes and models



- Process-level and subprocess-level transaction trends
- Emerging opportunity areas

Service provider trends and developments



- Service provider performance (transactions, market shares)
- Significant deals signed by leading enterprises

Industry trends comprise of four quarterly reports for each of the eight key industries comprising majority of the global sourcing industry

ILLUSTRATIVE

Key subverticals covered

- 1 Banking, Financial Services, and Insurance (BFSI)**
 - Banking
 - Insurance
 - Other financial services
- 2 Manufacturing, Distribution, and Retail (MDR)**
 - Automotives and auto-components
 - Consumer packaged goods
 - Heavy and light manufacturing
 - Retail, distribution, and logistics
- 3 Energy and Utilities (E&U)**
 - Oil and gas
 - Petro-chemicals
 - Utilities
- 4 Healthcare**
 - Pharmaceutical and Life sciences
 - Healthcare payers
 - Healthcare providers

Key subverticals covered

- 5 Technology**
 - Software – products and R&D
 - Semiconductors
 - Computer hardware and peripherals
- 6 Telecom**
 - Telecom service providers and manufacturers
 - Telecom networks
- 7 Public Sector**
 - Government sector
 - Defence sector
- 8 Travel and Hospitality**
 - Travel
 - Hospitality

20+ pages in each industry trends report

Quarterly industry trends reports for each industry

32 industry trends reports across eight industries in a year

Table of contents

- Product overview
- **Illustrative contents**

Each Industry Trends quarterly report comprises 20+ pages of insight and data

Illustrative Table of Contents

Topic

Section I: Outsourcing transaction trends

- Outsourcing transactions overview
- Break-up of industry specific transactions by function
- Break-up of industry specific transactions by processes and subprocesses
- Transaction renewal/restructuring activity

Section II: GIC analysis

- GIC market analysis overview
- GIC market analysis by geography

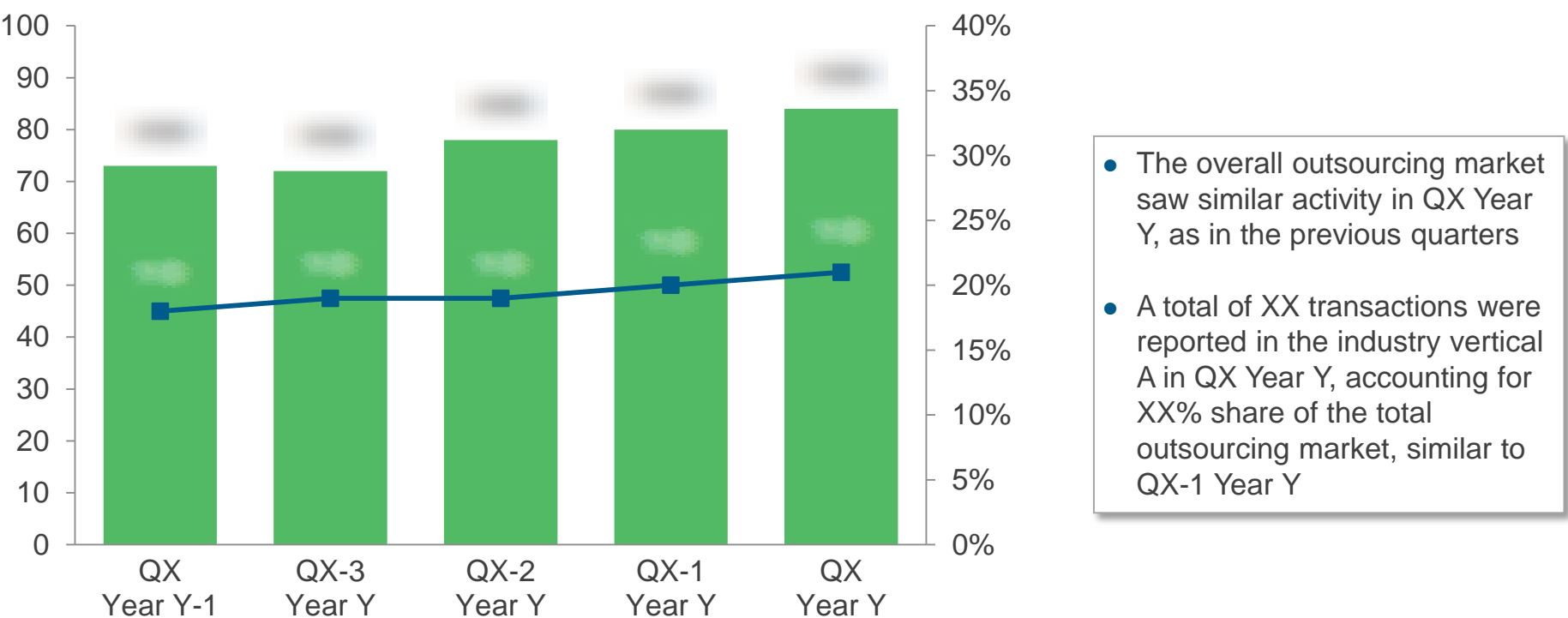
Section III: Service provider activity and deal information

- Share of service providers in total transaction activity
- Notable deals signed by service providers
- Major outsourcing-related developments across leading companies

Section I: Outsourcing transaction trends

Industry A accounted for XX% of total reported outsourcing transactions in QX Year Y with volumes increasing compared to XX

Number of outsourcing transactions¹ in Industry A and share in overall market
Number/percentage



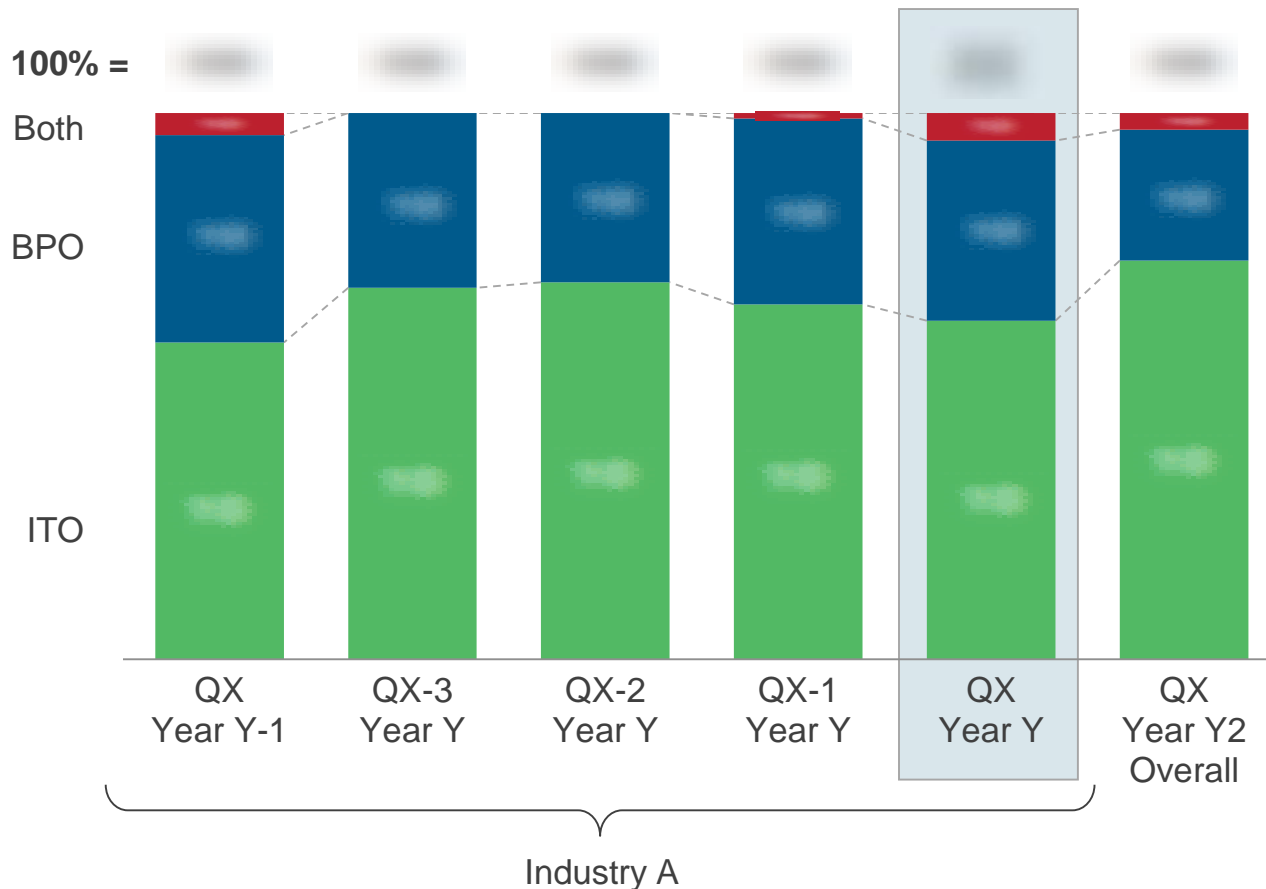
¹ Only includes data that has been publicly disclosed
Source: Everest Group Transaction Intelligence Database

Section I: Outsourcing transaction trends

Transaction volumes XXXX across both ITO and BPO functions

Breakdown of Industry vertical A transactions by function

Number of transactions



- A total of XX ITO transactions were reported in QX Year Y in the Industry vertical A, same as in QX-1 Year Y
- A total of XX BPO transactions were signed in QX Year Y, as compared to XX in QX-1 Year Y
- Increase was seen in transactions having both BPO and ITO components in QX Year Y

Source: Everest Group Transaction Intelligence Database

Higher outsourcing adoption in XXXX, XXXX, and XXXX



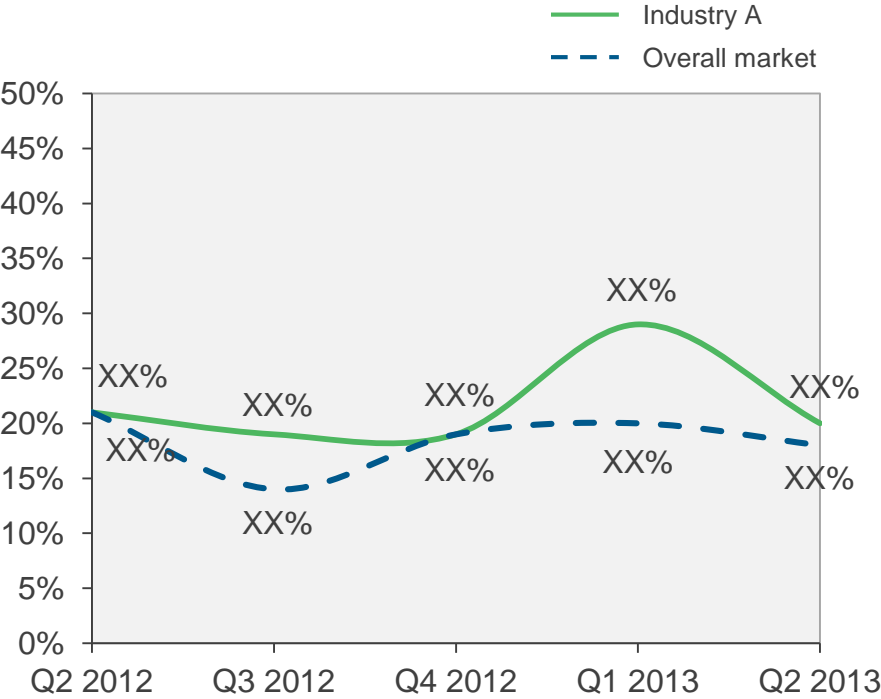
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Section I: Outsourcing transaction trends

Share of new transactions signed in QX Year Y was XX%

ITO AND BPO TRANSACTIONS

Share of renewals / restructured¹ deals
Percentage



Major Industry A transactions nearing the end of their contract duration over the next few months

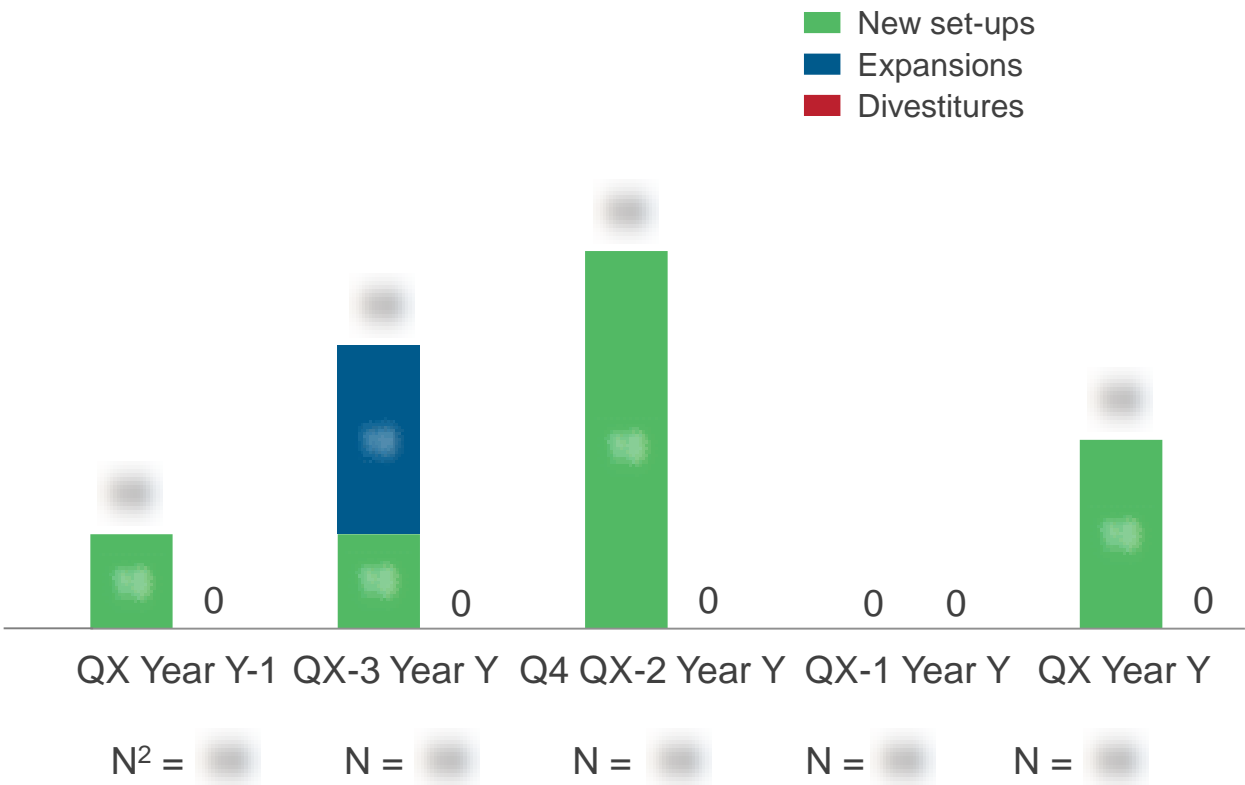
Buyer	Service provider	Function scope
Buyer 1	Service provider 1	XX
Buyer 2	Service provider 2	XX
Buyer 3	Service provider 3	XX
Buyer 4	Service provider 4	XX
Buyer 5	Service provider 5	XX

¹ Refers to contracts where the scope was extended or expanded
Source: Everest Group Transaction Intelligence Database

Section II: GIC market analysis

Overall number of GIC announcements in QX Year Y witnessed an XXXX compared to the previous quarter

Index of offshore GIC health¹
Number of GICs

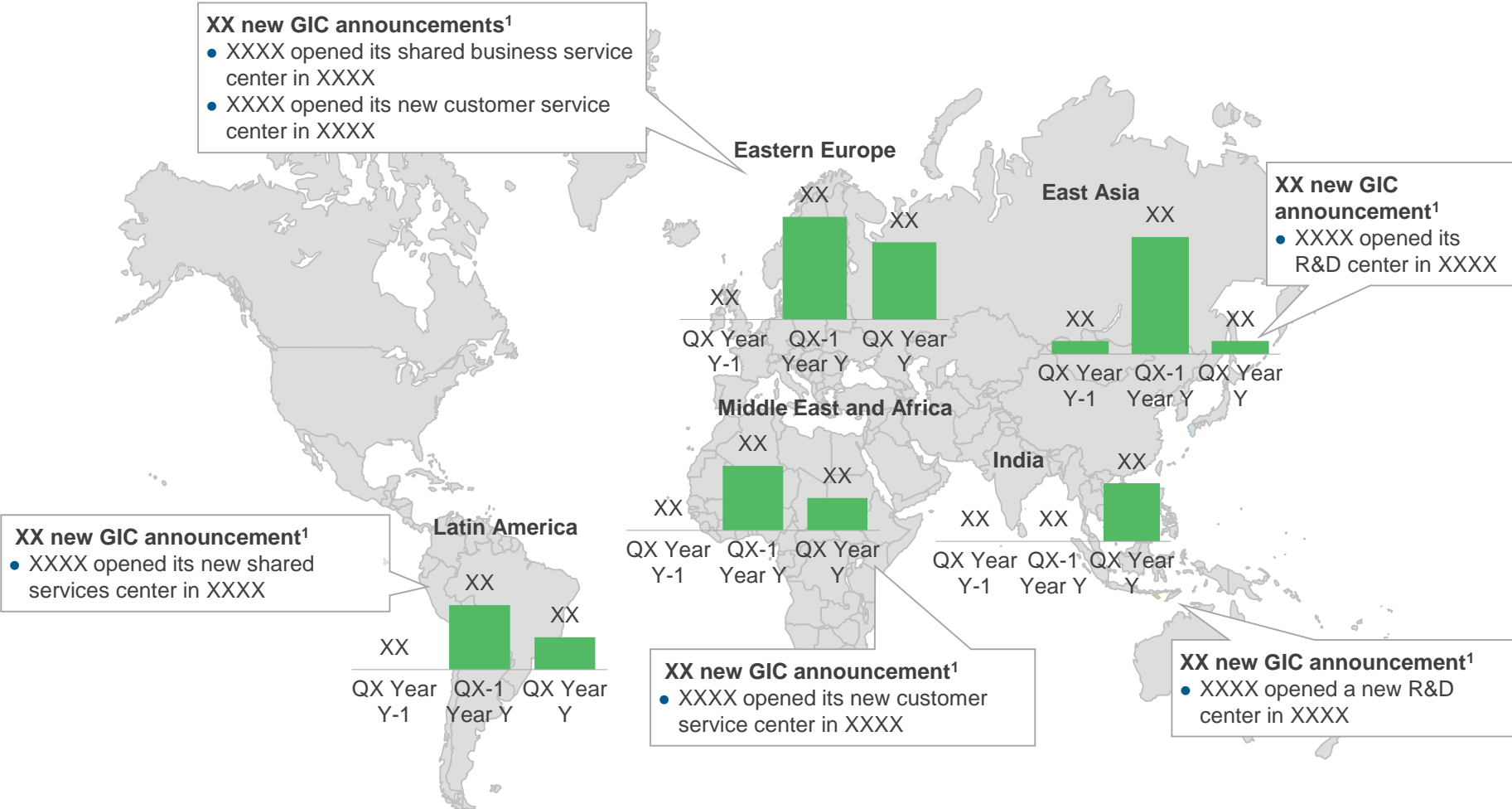


- There were XX new GIC announcements in the quarter
- Some well-known companies that made GIC announcements included XX, YY, and ZZ
- XX GIC divestitures were announced in this quarter

¹ Only includes data that has been publicly disclosed
² N = Number of GIC announcements in the quarter, across all industries
Source: Everest Group (2016)

GIC set-ups¹ | By region

GIC activity was concentrated in XXXX and XXXX

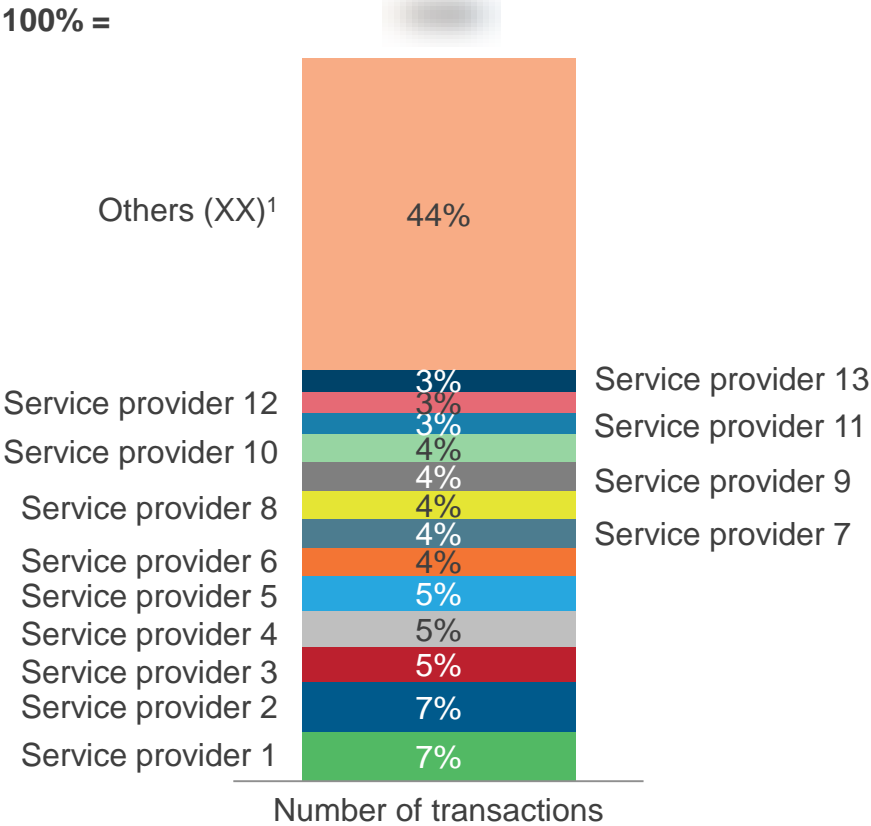


¹ Indicates announcements related to actual GICs set-ups and expansions
Note: All references to GICs include only offshore GICs
Source: Everest Group (2016)

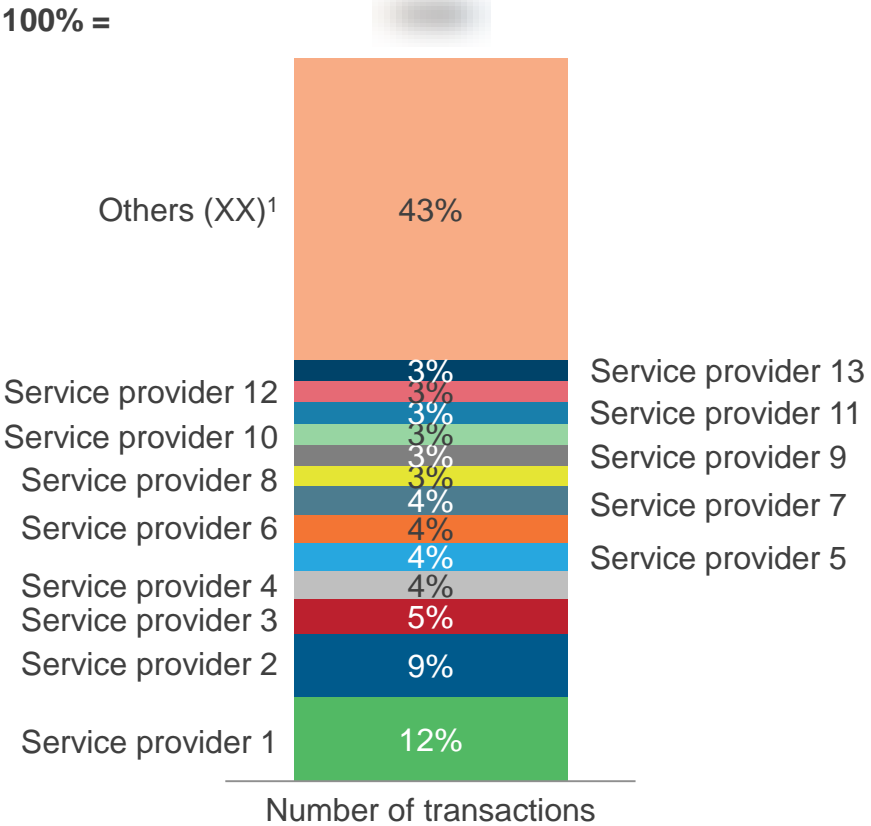
Section III: Service provider activity and deal information

Share of service providers in transaction activity

Share of service providers in transactions
QX Year Y; Number of transactions



Share of service providers in transactions
Year Y-1; Number of transactions



¹ Figure in parenthesis indicate number of service providers
Source: Everest Group Transaction Intelligence Database

Section III: Service provider activity and deal information

Notable deals signed in the XX industry in QX Year Y

Buyer	Subvertical	Service provider	Deal value (US\$ million)	Contract duration (years)	Services
Buyer 1	XXXX	XXXX	XXXX	XXXX	XXXX
Buyer 2	XXXX	XXXX	XXXX	XXXX	XXXX
Buyer 3	XXXX	XXXX	XXXX	XXXX	XXXX
Buyer 4	XXXX	XXXX	XXXX	XXXX	XXXX
Buyer 5	XXXX	XXXX	XXXX	XXXX	XXXX
Buyer 6	XXXX	XXXX	XXXX	XXXX	XXXX
Buyer 7	XXXX	XXXX	XXXX	XXXX	XXXX

Section III: Service provider activity and deal information

Key developments in major companies

XXXX

Increased offshore adoption: XXXX announced plans to set up its back-office operations in XX by the end of Year Y. The center will support its XXXX expansion and will hire about XX employees

XXXX

BPO agreement: XXXX

XXXX

ITO agreement: XXXX

XXXX

ITO agreement: XXXX

Market Vista encompasses a suite of offerings

Multiple delivery formats allow global sourcing managers to access information in a way that supports the decision-making process

Market Vista offering	Description	Standard subscription access (annual)	Premium subscription access (annual)
Quarterly Report	Quarterly report with in-depth coverage of transaction, location, and service provider trends	✓	✓
Primer	Quarterly brief of expert perspectives on emerging market trends (e.g., new pricing models)	✓	✓
Location database	Annually updated database of location stats (e.g., cost, attrition, inflation rates) for 23 major cities	✓	✓
Breaking viewpoint	Flash reports highlighting breaking industry news and expert perspectives on key implications	✓	✓
Locations insights e-newsletter	Bi-monthly Global Location Insights e-newsletter containing detailed country and region info	✓	✓
Exclusive webinars	Exclusive quarterly webinars with stakeholders in the subscriber organization on key market trends and developments highlighted in Market Vista research		✓
Analyst consultation	10 hours of analyst access per year for personalized insights and additional perspectives		✓

Additional research references

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

1. **Public sector: Global Services Trends in Q4 2015** ([EGR-2016-8-R-1740](#)); 2016. This report provides public sector industry-specific data, developments, and insights that enable global sourcing managers to navigate through the complexity and make clear, effective decisions, which are contextualized and suited to their specific industry. These reports takes a deep-dive into transaction activity, service provider market share, and key outsourcing transactions specific to the public sector industry
2. **Market Vista Q1 2016** ([EGR-2016-8-R-1755](#)); 2016. This report includes data, analysis, and insights on transaction trends, information on major deals, GIC market dynamics, and fact-based insights for offshoring destinations in Asia. Also included is the Standard Locations Database that tracks 23 leading offshore locations
3. **Next-wave Location Profile – Bulgaria** ([EGR-2014-2-LP-1135](#)); 2014. This report offers perspectives on global sourcing profile of Bulgaria, key opportunities, drivers, and challenges, along with an overview of talent availability, operating costs, and environment risks
4. **Transaction Renewal Analysis – January 2016 to December 2016** ([EGR-2013-6-O-0847](#)); 2015. The analysis is aimed at providing a list of outsourcing transactions that are coming up for renewal in the year 2016. The database contains key deal parameters such as names of buyers and service providers, buyer industry, functional and geographic scope of the contract, contract value, start and end dates, and contract description

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

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About Everest Group

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