



“Next-wave” Location Profile – Kuala Lumpur

Locations Insider™ (LI)

Market Report: August 2017 – Complimentary Abstract / Table of Contents

Our research offerings for global services

▶ Market Vista™

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

▶ Application Services

▶ BPS | Banking Financial Services

▶ BPS | Healthcare & Life Sciences

▶ BPS | Insurance

▶ Catalyst™

▶ Cloud & Infrastructure

▶ Contact Center

▶ Digital Services

▶ Engineering Services

▶ Finance & Accounting

▶ Human Resources

▶ ITS | BFSI*

▶ ITS | Healthcare & Life Sciences

▶ IT Services Forecaster™

▶ Locations Insider™

▶ PricePoint™

▶ Procurement

▶ Recruitment & Talent Acquisition

▶ Service Optimization Technologies

▶ 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)
 - **Locations Insider™ (LI)**
- 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**

* Banking, financial services, and insurance



Corporate Headquarters

Office: +1-214-451-3000

info@everestgrp.com



European Headquarters

Office: +44-207-129-1318

unitedkingdom@everestgrp.com



Delhi Office

Office: +91-124-284-1000

india@everestgrp.com

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 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:

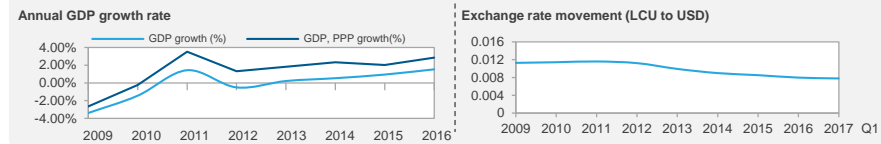
- Proprietary tracking and databases on operating costs, labor pool, market activity, and risks
- Year-round tracking of 200+ locations around the world
- Coverage across all offshore, nearshore, and onshore locations across regions (APAC, Europe, North America, Latin America, Africa)
- Over 120 global 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

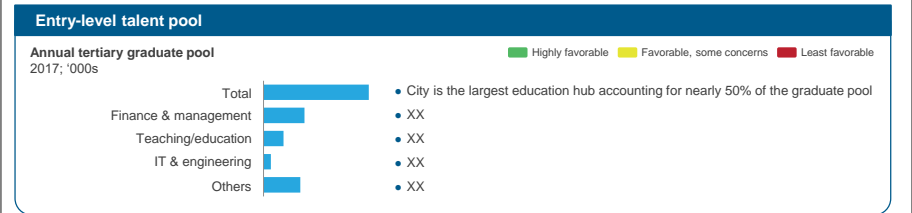
Country/City | Overview

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



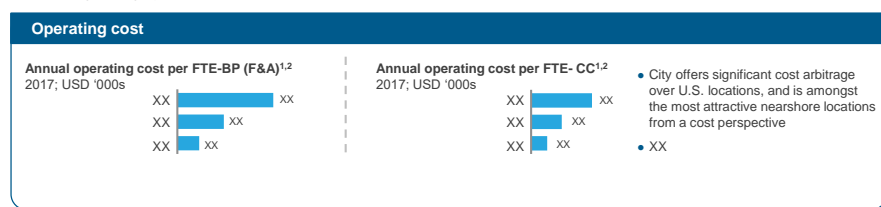
Country/City | Talent and cost overview (page 1 of 2)



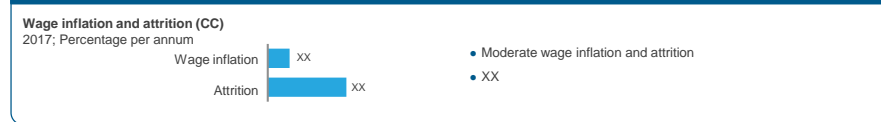
Functions supported

Functions	Maturity	Comments
Contact center	Highly favorable	• Contact center services such as customer care, receivables management, technical helpdesk, and outbound sales dominate the city offshore delivery landscape
Non-voice BP	Highly favorable	• XX
IT-ADM	Highly favorable	• XX
IT Infrastructure	Highly favorable	• XX
Digital	Highly favorable	• XX

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



Wage inflation and attrition



Language skills

- XX
- XX

Country/City | Risk profile

Parameter	Everest Group rating	Comments
Geopolitical	Favorable, some concerns	• City has witnessed a stable political climate over the past few years, with both major political parties exhibiting a positive stance towards the industry
Macroeconomic	Favorable, some concerns	• City administration continues to meet its fiscal targets under the IMF loan accord, thus enabling further credit from the IMF and other multilateral lenders
Infrastructure	Favorable, some concerns	• City has built a strong optical fiber communication network around the country

Locations Insider research calendar

■ Published ■ Planned □ Current release

Flagship Locations Insider reports

Release date

"Next-wave" location profiles: Pune, India	June 2017
Global Locations Annual Report 2017: Signs of Structure in a Disordered World	June 2017
"Next-wave" location profiles: Kuala Lumpur, Malaysia	August 2017
"Next-wave" location profiles: Iloilo, Philippines	Q3 2017
"Next-wave" location profiles: Cork, Ireland	Q3 2017
"Next-wave" location profiles: Delhi, India	Q3 2017
"Next-wave" location profiles: Krakow, Poland	Q3 2017
"Next-wave" location profiles: Monterrey, Mexico	Q3 2017

Thematic Locations Insider reports

The Philippines IT-BPM Industry: Cautious Optimism in Turbulent Times	March 2017
IT Services Delivery from Asia Pacific	April 2017
Emergence of Western Europe for Centralized Service Delivery to Europe	July 2017
Reimagining Location Strategy Due to Increasing Agile/DevOps Adoption	July 2017
Impact of Brexit on Contact Center Landscape in UK & Ireland	July 2017
Talent Model and Location Hotspots for Service Delivery Automation (SDA) Center of Excellence (CoE)	July 2017
Landscape of Locations Delivering Business Process Services To the UK & Ireland	Q3 2017
Poland Tier-2 Cities: Diverse Value Propositions For Service Delivery	Q3 2017

Note: For a list of all Locations Insider™ reports published by us, please refer to our [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. **Global Locations Annual Report 2017: Signs of Structure in a Disordered World** ([EGR-2017-2-R-2234](#)); 2017. The global services locations landscape continued to witness stable growth in 2016 in terms of revenue; however, the growth rate was slower than the previous year owing to macroeconomic slowdown, political instabilities, and volatility in equity and investment markets. Similarly, the growth rate of center setups also dropped in 2016 in comparison to 2015. The period also continued to witness a shift from traditional locations (such as India) to leverage of other locations in Asia and Nearshore Europe. Additionally, there has been significant growth in delivery of disruptive technologies such as digital. The Global Locations Annual Report 2017 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. 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 maturity, arbitrage, and potential of locations (MAP Matrix™)
2. **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 lower costs than onshore U.S. and Europe, each of these locations have 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
3. **“Next-wave” Location Profile – Pune, India** ([EGR-2017-2-R-2215](#)); 2017. 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 Pune offers perspectives on global sourcing profile of Pune, key opportunities, drivers, and challenges, along with an overview of talent and skills availability, financial attractiveness, and environment risks.

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

Lizanne Raphael, Senior Analyst – Global Sourcing:
Samyak Mittal, Senior Analyst – Global Sourcing:
Parul Jain, Senior Analyst – Global Sourcing:

Lizanne.Raphael@everestgrp.com
Samyak.Mittal@everestgrp.com
Parul.Jain@everestgrp.com

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



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.

Dallas (Headquarters)

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

Bangalore

india@everestgrp.com
+91-804-276-4533

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

Stay connected

Website



www.everestgrp.com

Social Media



@EverestGroup



@Everest Group

Blog

[Sherpas In Blue Shirts](http://www.sherpasinblueshirts.com)

www.sherpasinblueshirts.com