



## **“Next-wave” Location Profile – Iloilo**

Locations Insider™ (LI)

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

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

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## ▶ 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



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# Overview and methodology of the research

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## 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:

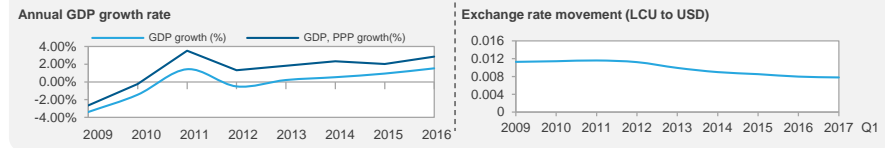
- Proprietary tracking and databases on operating costs, labor pool, market activity, and risks
- Year-round tracking of 200+ locations around the world
- Coverage across all offshore, nearshore, and onshore locations across regions (APAC, Europe, North America, Latin America, Africa)
- Over 120 global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

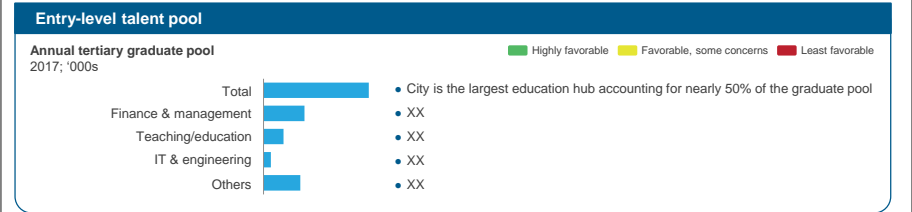
## Country/City | Overview

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



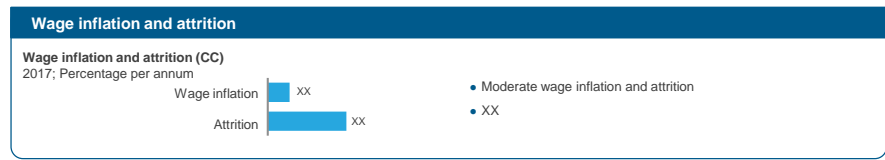
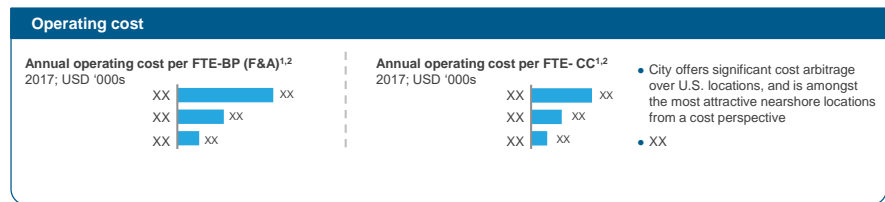
## Country/City | Talent and cost overview (page 1 of 2)



### Functions supported

Functions	Maturity	Notes
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)



### 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 • XX • XX • XX • XX
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 • XX • XX • XX • XX • XX • XX • XX
Infrastructure	Favorable, some concerns	• City has built a strong optical fiber communication network around the country • XX • XX • XX

# 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: Delhi, India	August 2017
"Next-wave" location profiles: Cork, Ireland	August 2017
"Next-wave" location profiles: Penang, Malaysia	September 2017
<b>"Next-wave" location profiles: Iloilo, Philippines</b>	<b>September 2017</b>
"Next-wave" location profiles: Krakow, Poland	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

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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 report 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. **Many Voices, Many Locations: Understanding the Multi-lingual Contact Center Market in East and Southeast Asia** ([EGR-2016-2-R-1746](#)); 2016. East and Southeast Asia is witnessing growing interest for regional contact center services in Asian languages. This report covers the landscape for Asian language contact center delivery after taking into account the various demand and supply factors that shape this market along with operating cost and risk elements
3. **The Philippines IT-BPM Industry: Cautious Optimism in Turbulent Times** ([EGR-2017-2-V-2117](#)); 2017. This viewpoint examines the facts concerning the recent geopolitical changes in the Philippines and presents Everest Group's perspectives on its impact on the Philippines IT-BPM industry. The viewpoint highlights steps global companies and industry associations in the Philippines can undertake to mitigate potential concerns. The viewpoint also examines if the current situation might be beneficial for the Philippines IT-BPM industry in the long run

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

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## 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](http://www.everestgrp.com).

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