



## “Next-wave” Location Profile – Manchester, United Kingdom

Locations Insider™ (LI)

Market Report – February 2018: 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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## Subscription information

- The full report is included in the following subscription(s)
  - **Locations Insider™**
- 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

## 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



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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

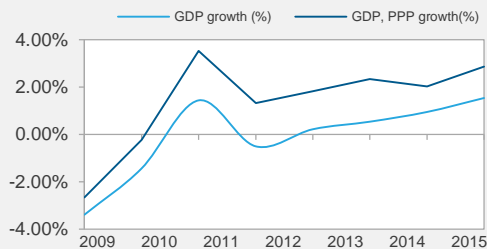
## Country/City | Overview

### Geographic and socio-economic indicators

Region
Time zone
Government type
Population
GDP
GDP per capita
Currency
Corporate tax rate
CPI inflation
Major languages spoken
Economic development agency

### Economic Indicators

#### Annual GDP growth rate

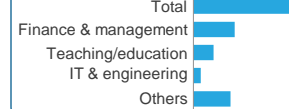


## Country/City | Talent and cost overview

### Entry-level talent pool

#### Annual tertiary graduate pool

2017; '000s



Legend: ■ Highly favorable ■ Favorable, some concerns ■ Least favorable

England ranks XX out of XX on the 2018 World Economic Forum Global Competitiveness Index for Quality of Education System

- XX
- XX
- XX

### Functions supported

Functions	Maturity
Contact center	Highly favorable
Non-voice BP	Highly favorable
IT-ADM	Highly favorable
IT Infrastructure	Highly favorable
Digital	Highly favorable

- Manchester is primarily leveraged to provide XX services, both XX and XX
- XX
- XX
- XX
- XX
- XX

## Country/City | Talent and cost overview

### Operating cost

#### Annual operating cost per FTE-IT (ADM)<sup>1,2</sup>



#### Annual operating cost per FTE- BP<sup>1,2</sup>



- Manchester offers XX cost savings over XX for most functions
- XX

### Wage inflation and attrition

#### Wage inflation and attrition (CC)



- Wage inflation and attrition in Manchester is lower than in XX and other leading locations in XX
- XX

### Language skills

- XX
- XX

## Country/City | Risk profile

### Parameter

### Everest Group rating

### Comments



- Political stability had been a key strength of the United Kingdom, as all institutions and political structures were business friendly
- XX
- XX
- XX



- GDP growth has slowed down since XX; additionally, the recent Brexit decision is likely to further slow down the economy
- XX
- XX
- XX



- The Global Competitiveness Index XX ranks the United Kingdom as XX out of XX for quality of its infrastructure
- XX
- XX
- XX

# Research calendar – Locations Insider

Published
  Planned
  Current release

## Flagship Locations Insider reports

Release date

"Next-wave" Location Profiles – Krakow, Poland	October 2017
"Next-wave" Location Profiles – Belfast, Northern Ireland	October 2017
"Next-wave" Location Profiles – Medellín, Colombia	November 2017
"Next-wave" Location Profiles – Chengdu, China	January 2018
"Next-wave" Location Profiles – Atlanta, US	February 2018
<b>"Next-wave" Location Profiles – Manchester, UK</b>	<b>February 2018</b>
"Next-wave" Location Profile – Johannesburg, South Africa	Q1 2018
"Next-wave" Location Profiles – Timisoara, Romania	Q1 2018

## Thematic Locations Insider reports

Changing the Contact Center Delivery Model to Target Customer Experience	October 2017
What is the True Maturity of Indian Contact Center Market?	October 2017
Brexit, GDPR, and Digital Winds of Change: Disruption or Transformation of Service Delivery to the UK and Ireland?	October 2017
Poland Tier-2/3 Cities: Complementing Tier-1 cities or Carving a Niche for Digital Services	December 2017
Betting on the Future – The Bangladesh IT-ITeS Industry is Poised for Growth	December 2017
Where are FinTech Startups Concentrated?	Q1 2018
Locations Predictions for 2018	Q1 2018
How Has Brexit Affected UK's Talent Pool?	Q1 2018

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. This report is a unique and comprehensive guide to understanding the nuances of the global services locations landscape and interpreting locations-related developments and trends in order to frame locations strategy. It presents insights into the size and growth of the global services market, global services exports by regions & country, update of locations activity by region & country, and trends affecting global locations (changes in investment environment and exposure to various risks). It also provides industry-leading comparison and analysis of key movements in maturity, arbitrage, and potential of global delivery locations (cities) through our unique MAP Matrix™ analysis
2. **Impact of Brexit on the UK Contact Center Market – The Only Thing Certain is Uncertainty** ([EGR-2017-2-V-2285](#)); 2017. The Brexit referendum, initiated in June 2016, saw the population of the United Kingdom voting to exit the European Union. With several concerns raised by businesses in the aftermath, the contact center industry also found itself facing key questions related to impact on the business and future investment plans in the United Kingdom and nearshore locations serving the location. This report discusses the impact of Brexit on the UK contact center market
3. **Brexit, GDPR, and Digital Winds of Change: Disruption or Transformation of Service Delivery to the United Kingdom and Ireland?** ([EGR-2017-2-R-2388](#)); 2017. Offshore, nearshore, and onshore locations play a critical role in delivery to the UK and Ireland. Over the last few years, demand from UK- and Ireland-based enterprises has increased significantly across IT, voice BPS, non-voice BPS, and digital services. This report provides a detailed assessment of locations (globally) supporting demand from the UK and Ireland region
4. **“Next-wave” Location Profile – Belfast, Northern Ireland** ([EGR-2017-2-LP-2375](#)); 2017. This report analyses Belfast and offers perspectives on global sourcing profile of Belfast, key opportunities, drivers, and challenges, along with an overview of talent availability, operating costs, and environment risks

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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