



"Next-wave" Location Profile - Timisoara, Romania

Locations Insider™ (LI)

Market Report – June 2018: Complimentary Abstract / Table of Contents

Our research offerings for global services

| ► Market Vista™ Global services tracking across functions, sourcing industry tracking reports also available | ng models, locations, and service providers – |
|--|---|
| ► Application Services | ► Human Resources |
| ▶ BPS Banking & Financial Services | ► ITS Banking & Financial Services |
| ▶ BPS Healthcare & Life Sciences | ► ITS Healthcare & Life Sciences |
| ▶ BPS Insurance | ► ITS Insurance |
| ► Catalyst [™] | ► IT Services Forecaster™ |
| ► Cloud & Infrastructure | ► Locations Insider™ |
| ► Customer Experience Management Services | ► PricePoint™ |
| ► Digital Services | ▶ Procurement |
| ► Engineering Services | ► Recruitment & Talent Acquisition |
| ► Finance & Accounting | ► Service Optimization Technologies |
| | |

Membership information

- This report is included in the following research program(s)
 - Locations Insider™
- If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at info@everestgrp.com, unitedkingdom@everestgrp.com, or india@everestgrp.com

More about membership

In addition to a suite of published research, a membership may include

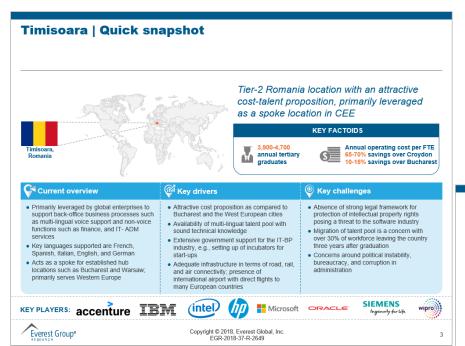
- Price book
- Pinnacle Accelerators
- Data cuts
- Analyst access
- Virtual Roundtables
- Workshops

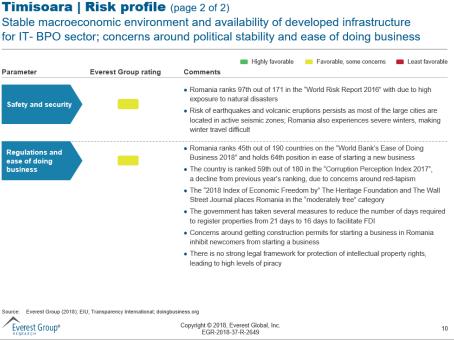
Custom research capabilities

- 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



This report provides perspectives on key aspects of the global sourcing market in the location







Research calendar – Locations Insider™

| Published Plant | ned [] Current release |
|--|------------------------|
| Flagship Locations Insider™ reports | Release date |
| "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, United States | January 2018 |
| "Next-wave" Location Profiles – Manchester, United Kingdom | February 2018 |
| Global Locations Annual Report 2018: Service Delivery Portfolios in a Disrupted World | June 2018 |
| "Next-wave" Location Profile – Timisoara, Romania | |
| "Next-wave" Location Profiles – Santiago, Chile | |
| 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 |
| What Will 2018 Have in Store for Locations Strategies? | May 2018 |
| Contact Center Services for the U.S. market: Shifting Location Strategies for Shifting Market Demands | Q2 2018 |
| Where are FinTech Startups Concentrated? | Q2 2018 |

Note: For a list of all Locations Insider $^{\text{TM}}$ reports published by us, please refer to our $\underline{\text{website page}}$



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. Poland Tier-2/3 Cities: Complementing Tier-1 Cities or Carving a Niche for Digital Services (<u>EGR-2017-2-R-2451</u>); 2017. The cities in Poland play a critical role in the delivery of global services for both global and European players. As the global services industry matures, there is a gradual shift in the mix of locations being leveraged. With increasing competition, companies are looking to reduce costs and access additional talent pool for services delivery. The last few years have witnessed a surge in interest for global services delivery from tier-2 and tier-3 cities in Poland. Further, the "digital winds of change" have forced players to rethink their sourcing strategy to build and sustain digital capabilities
- 2. "Next-wave" Location Profile Belfast, Northern Ireland (EGR-2017-2-LP-2375); 2017. This report analyzes 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
- 3. "Next-wave" Location Profile Krakow, Poland (EGR-2017-2-LP-2364); 2018. This report analyzes Krakow and offers perspectives on global sourcing profile of Krakow, 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:

Parul Jain, Senior Analyst – Global Sourcing: Aditi Goenka, Senior Analyst – Global Sourcing: Anuia Patel, Senior Analyst – Global Sourcing: parul.jain@everestgrp.com aditi.goenka@everestgrp.com anuja.patel@everestgrp.com



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



From **insight** to *action*.



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 +91 806-781-9999

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

www.sherpasinblueshirts.com