



"Next-wave" Location Profile - Campinas, Brazil

Locations Insider[™] (LI)

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

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| Market Vista™ Global services tracking across functions, sourcing industry tracking reports also available | ng models, locations, and service providers – |
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Membership information

- This report is included in the following research program(s)
 - Locations Insider™
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More about membership

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

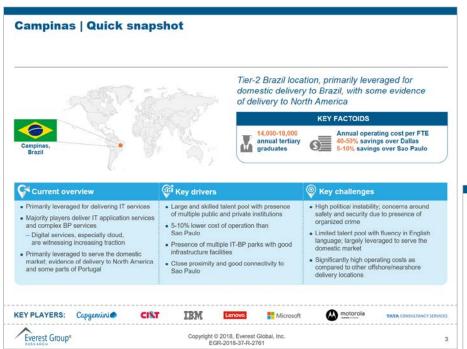
- Price book
- Accelerators[™]
- Data cuts
- Analyst access
- Virtual Roundtables
- Workshops

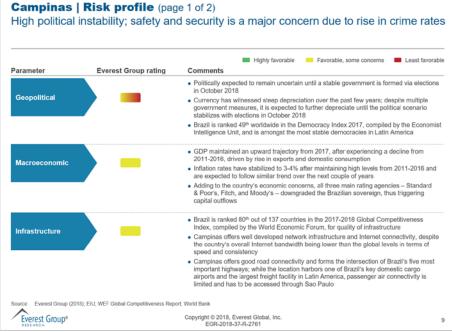
Custom research capabilities

- 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 Campinas







Research calendar - Locations Insider™

| Published Plan | nned [] Current release |
|--|-------------------------|
| Flagship Locations Insider™ reports | Release date |
| Global Locations Annual Report 2018: Service Delivery Portfolios in a Disrupted World | June 2018 |
| "Next-wave" Location Profile – Timisoara, Romania | June 2018 |
| "Next-wave" Location Profiles – Santiago, Chile | June 2018 |
| "Next-wave" Location Profile – Bangalore, India | July 2018 |
| "Next-wave" Location Profiles – Johannesburg, South Africa | August 2018 |
| "Next-wave" Location Profiles – Singapore | August 2018 |
| "Next-wave" Location Profiles – Campinas, Brazil | |
| "Next-wave" Location Profiles – Dublin, Ireland | |
| 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 | July 2018 |
| Where are FinTech Startups Concentrated? | Q3 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. Global Locations Annual Report 2018: Service Delivery Portfolios in a Disrupted World (EGR-2018-37-R-2646); 2018. The Global Locations Annual Report 2018 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. This report has three tenets key trends shaping the landscape, risk watch, and locations PEAK matrix. 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 relative maturity, arbitrage, and potential of locations for multiple functions
- 2. "Next-wave" Location Profile Santiago, Chile (EGR-2018-37-R-2654); 2018. This report analyzes Santiago and offers perspectives on global sourcing profile of Santiago, key opportunities, drivers, and challenges, along with an overview of talent availability, operating costs, and environment risks
- 3. "Next-wave" Location Profile Monterrey, Mexico (EGR-2018-37-R-2640); 2018. This report analyzes Monterrey and offers perspectives on global sourcing profile of Monterrey, key opportunities, drivers, and challenges, along with an overview of talent availability, operating costs, and environment risks

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