



# "Next-wave" Location Profile - Lisbon, Portugal

Locations Insider<sup>™</sup> (LI) Market Report – November 2018: Complimentary Abstract / Table of Contents

# **Our research offerings for global services**

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

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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

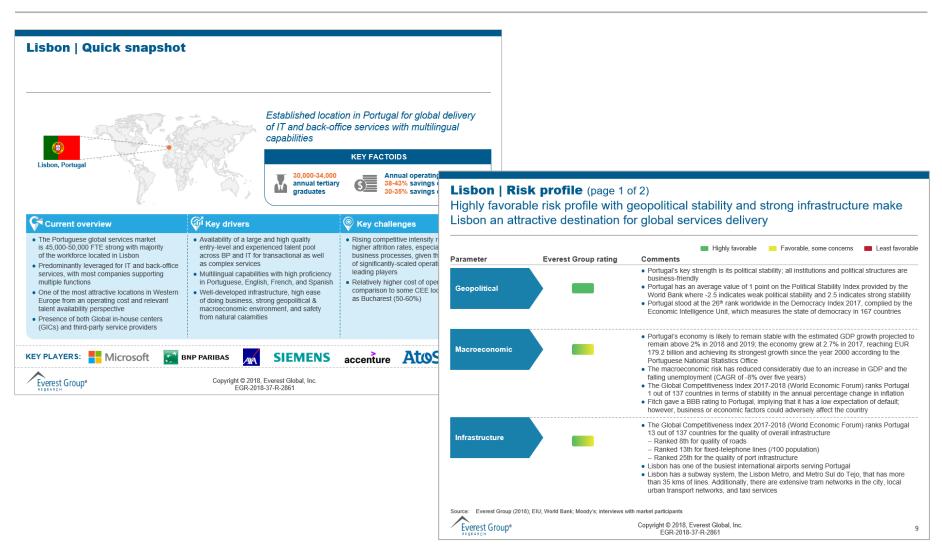
- Price book
- Accelerators<sup>™</sup>
- Data cuts
- Analyst access
- Virtual Roundtables
- Workshops

### **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 Lisbon





# **Research calendar – Locations Insider™**

Published Planned Current release

**Release date** 

## Flagship Locations Insider<sup>™</sup> reports

"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 Profile – Singapore	August 2018
"Next-wave" Location Profiles – Campinas, Brazil	August 2018
"Next-wave" Location Profile – Dublin	September 2018
"Next-wave" Location Profiles – Lisbon, Portugal	November 2018

## **Thematic Locations Insider reports**

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
Will Tier-2/3 Indian Cities Carve a Niche in the Digital Story?	November 2018
Where are FinTech Startups Concentrated?	Q4 2018

Note: For a list of all Locations Insider™ reports published by us, please refer to our website page



# **Additional Locations Insider™ 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:

- "Next-wave" Location Profile Emergence of Western Europe for Centralized Global Service Delivery to Europe (<u>EGR-2017-2-R-2266</u>); 2017. This report analyzes Western Europe and offers perspectives on the global sourcing profile of Western Europe, key opportunities, drivers, and challenges, along with an overview of talent availability, operating costs, and environment risks
- "Next-wave" Location Profile Dublin, Ireland (EGR-2018-37-R-2769); 2018. This report analyzes Dublin and offers perspectives on the global sourcing profile of Dublin, key opportunities, drivers, and challenges, along with an overview of talent availability, operating costs, and environment risks
- 3. Global Locations Annual Report 2018: Service Delivery Portfolios in a Disrupted World (<u>EGR-2018-37-R-2646</u>); 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, updates on locations activity, changes in risk profiles of locations, and an analysis of the relative maturity, arbitrage, and potential of locations for multiple functions

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