



“Next-wave” Location Profile – Tampa, Florida, The United States

Locations Insider™ (LI)

Market Report – March 2019: Complimentary Abstract / Table of Contents

Our research offerings for global services

| | |
|--|--------------------------------------|
| ▶ Market Vista™ Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available | |
| ▶ Application Services | ▶ Human Resources |
| ▶ BPS Banking & Financial Services | ▶ ITS Banking & Financial Services |
| ▶ BPS Healthcare & Life Sciences | ▶ ITS Healthcare |
| ▶ BPS Insurance | ▶ ITS Insurance |
| ▶ Catalyst™ | ▶ IT Services Executive Insights™ |
| ▶ Cloud & Infrastructure | ▶ ITS Life Sciences |
| ▶ Customer Experience Management Services | ▶ Locations Insider™ |
| ▶ Data & Analytics | ▶ 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

- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model™ reports
- PriceBook
- 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

Tampa | Quick snapshot



Tier-2 U.S. location, primarily leveraged for contact center and transactional business process delivery, which offers significant cost arbitrage over tier-1 U.S. locations

KEY FACTOIDS

55,000-57,000 annual tertiary graduates

Annual operating cost per FTE is similar to Dallas, ~20% lower than tier-1 locations

Current overview

- Major economic hub hosting regional offices of multiple global companies
- Mature location for delivery of non-voice Business Process Services (BPS) (especially HR and finance); potential to expand service delivery to add judgment-based services, e.g., complex F&A
- Major hub for delivery of healthcare services; some of the largest employers in Tampa are from the healthcare sector

Key drivers

- Large and skilled talent pool
- Attractive cost proposition as compared to tier-1 U.S. locations, offers ~20% cost arbitrage over them
- High quality infrastructure and good connectivity with other key locations
- Extensive government support for the IT-BP sector

Key challenges

- Some concerns around safety and security owing to multiple instances of floods, tornadoes, and hurricanes
- Limited talent availability for IT service delivery owing to lower number of engineering and IT graduates

KEY PLAYERS:



Copyright © 2019, Everest Global, Inc. EGR-2019-37-R-3089

3

Tampa | Risk profile (page 1 of 2)

Geopolitical as well as macroeconomic stability along with strong government support for the IT-BP sector

| Parameter | Everest Group rating | Comments |
|----------------|---|--|
| Geopolitical | ■ Highly favorable | <ul style="list-style-type: none"> The United States holds rank 21 among 167 countries in the Democracy Index 2017 compiled by the Economist Intelligence Unit (EIU) The country continues to maintain a stable political environment; however, currently it is witnessing a period of slight political uncertainty due to the policies adopted by the current government. This has impacted its position in the worldwide democracy rankings negatively The business environment remains stable, with investor-friendly central and state government |
| Macroeconomic | ■ Highly favorable | <ul style="list-style-type: none"> The country's GDP grew by 2.2% in 2018 (compared to 1.6% in the previous years) on grounds of increased consumer spending, steady job creation, and real wage growth It is also expected to attract investment amid continued low interest rates and strong business sentiment The country's strong economic condition is also reflected in the high credit ratings (AAA/AA+) assigned by major rating agencies – Standard & Poor's Fitch and Moody's |
| Infrastructure | ■ Highly favorable | <ul style="list-style-type: none"> The United States is ranked 9th out of 140 countries in the 2017-2018 Global Competitiveness Index for the quality of its infrastructure Tampa offers good public transportation system through extensive road, rail, and air network; has good connectivity to key business centers within the city The city has a major international airport with non-stop flights to over 80 destinations across North America, Central America, the Caribbean, and Europe |

Source: Everest Group (2019); EIU, World Bank, Moody's, doingbusiness.org, Wall Street Journal, World Bank, WEF Global Competitiveness Report (2017-2018); U.N. World Risk Report (2018)



Copyright © 2019, Everest Global, Inc. EGR-2019-37-R-3089

9

Research calendar – Locations Insider

Published
 Planned
 Current release

Flagship Locations Insider reports

Release date

| | |
|---|------------|
| "Next-wave" Location Profiles – Tampa, Florida, The United States | March 2019 |
| "Next-wave" Location Profiles – Barcelona, Spain | March 2019 |
| "Next-wave" Location Profiles – India | Q1 2019 |
| "Next-wave" Location Profiles – the Philippines | Q1 2019 |
| Global Locations Annual Report 2019 | Q2 2019 |
| "Next-wave" Location Profiles – Guadalajara, Mexico | Q2 2019 |
| "Next-wave" Location Profiles – San Jose, Costa Rica | Q2 2019 |
| "Next-wave" Location Profile – Hyderabad, India | Q2 2019 |

Thematic Locations Insider reports

| | |
|--|---------|
| Regional Handbook: Focus on Digital Services Talent in Europe | Q1 2019 |
| Talent Hotspots for Risk Analytics In BFSI | Q1 2019 |
| Global Handbook – Focus on Language Skills Availability Across the World | Q2 2019 |
| Changing Fortunes of Delivery Locations – How Macroeconomic Factors Impact Delivery Locations? | Q3 2019 |
| Global Handbook – Focus on Next-generation Skills Across the World | Q3 2019 |
| What is the Role of a Global Delivery Model in an Agile Construct? | Q4 2019 |
| Regional Handbook – Focus on FinTech Talent in the United States | Q4 2019 |

Note: For a list of all of our Locations Insider™ reports, please visit the [Locations Insider™](#)

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. **Emergence of Western Europe for Centralized Global Service Delivery to Europe** ([EGR-2017-2-R-2266](#)); 2017. This report assesses the key drivers for enterprises / service providers to move to Western Europe and key trends affecting the operationalizing of a delivery center in the geography. It also aims to assist companies in location selection within Western Europe by highlighting the important factors to be considered while selecting locations for service delivery.
2. **“Next-wave” Location Profile – Manchester, the United Kingdom** ([EGR-2018-37-R-2553](#)); 2018. This report analyzes Manchester and offers perspectives on global sourcing profile of the city, key opportunities, drivers, and challenges, along with an overview of talent availability, operating costs, and environmental risks
3. **“Next-wave” Location Profile – Dublin, Ireland** ([EGR-2018-37-R-2769](#)); 2018. This report analyzes Dublin and offers perspectives on global sourcing profile of the city, key opportunities, drivers, and challenges, along with an overview of talent availability, operating costs, and environmental risks
4. **Europe: Global Services Trends in Q3 2018** ([EGR-2018-35-R-2806](#)); 2018. Buyer Geography Trends reports provide data, developments, and insights on outsourcing and offshoring trends for a particular buyer geography/region. These reports provide the research and analysis that enable users to navigate through complexity and make clear, effective decisions suited to their focus region

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

Hrishi Raj Agarwalla, Senior Analyst – Global Sourcing: hrishi.agarwalla@everestgrp.com

Anuja Patel, Senior Analyst – Global Sourcing: Anuja.Patel@everestgrp.com

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



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
+91-80-61463500

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



www.everestgrp.com/blog/