



Location Spotlight - San Jose, Costa Rica

Locations Insider™ (LI)

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

Our research offerings for global services

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- ▶ Recruitment & Talent Acquisition
- Service Optimization Technologies

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

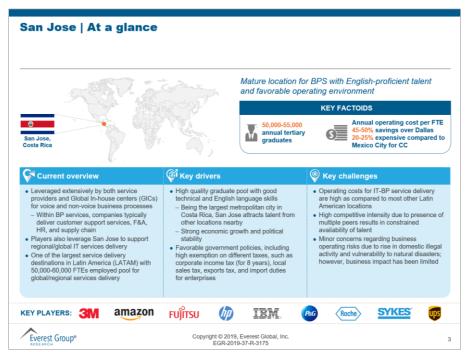
- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model™ reports
- PriceBook
- Virtual Roundtables
- Workshops

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 San Jose







Research calendar – Locations Insider

	Published Planned Current release
Flagship Locations Insider reports	Release date
"Next-wave" Location Profile – Barcelona, Spain	March 2019
"Next-wave" Location Profile – Tampa, Florida, The United States	March 2019
Location Spotlight – The Philippines	March 2019
Location Spotlight – Guadalajara, Mexico	May 2019
Location Spotlight – India	May 2019
Location Spotlight – San Jose, Costa Rica	
Global Locations Annual Report 2019	
"Next-wave" Location Profile – Chennai	Q2 2019
Location Spotlight – Hyderabad, India	Q2 2019
Thematic Locations Insider reports	
Global Hotspots – Analytics in BFSI	Q2 2019
Regional Handbook: Focus on Digital Services Talent in Europe	Q2 2019
Global Handbook – Focus on Language Skills Availability Across the World	Q3 2019
Changing Fortunes of Delivery Locations – How Macroeconomic Factors Impact Delivery Locations?	Q3 2019
Global Handbook – Focus on Next-Gen Skills Across the World	Q3 2019
What is the Role of Global Delivery Model in an Agile Construct?	Q4 2019
Regional Handbook – Focus on FinTech Talent in the U.S.	Q4 2019

Note: For a list of all of our Locations Insider™ reports, please visit the <u>Locations Insider™</u>



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 | Key Trends Shaping the Landscape (EGR-2018-37-R-2646); 2018. The global services locations landscape continued to witness growth in 2017 in terms of revenue, headcount, and new center setup activity; however, the growth rate was lower than the previous year, given macroeconomic slowdown, increased trade protectionism, and uncertainties in legal/regulatory landscape across the world. This report takes a stance with respect to the changes taking place in this market and opportunities for growth in the future
- 2. Location Spotlight Guadalajara, Mexico (EGR-2019-37-R-3164); 2019. This report analyzes Guadalajara 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 environment risks
- 3. "Next-wave" Location Profile Santiago, Chile (<u>EGR-2018-37-R-2654</u>); 2018. This report analyzes Santiago 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 environment risks

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About Everest Group

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