



Location Spotlight – Montreal

Locations Insider™ (LI)

Market Report – October 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
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- ► Locations Insider™
- ▶ PricePoint™
- Procurement
- Recruitment & Talent Acquisition
- 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

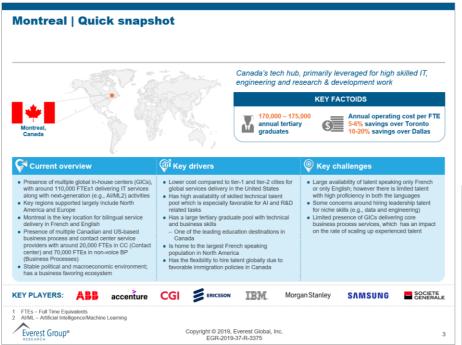
- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model™ reports
- PriceBook
- Virtual Roundtables
- Workshops

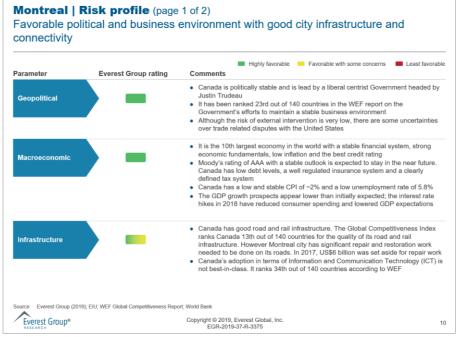
Custom research capabilities

- 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 Montreal







Research calendar – Locations Insider

Publishe	d Planned Current release
Flagship Locations Insider reports	Release date
"Next-wave" Location Profiles – Tampa, Florida, the United States	March 2019
Location Spotlight – The Philippines	March 2019
Location Spotlight – Guadalajara, Mexico	May 2019
Location Spotlight – Hyderabad, India	May 2019
Location Spotlight – San Jose, Costa Rica	May 2019
Location Spotlight – India	June 2019
Global Locations Annual Report 2019: Demand for Next-generation Services Defining Locations Strategy	August 2019
Location Spotlight – Montreal, Canada	
Thematic Locations Insider reports	
Talent Hotspots for Risk Analytics in BFSI	May 2019
Regional Handbook: Focus on Digital Services Talent in Europe	June 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 <u>Locations Insider™</u>



Additional research references

The following documents are recommended for additional insights 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 2019: Demand for Next-generation Services Defining Locations Strategy (EGR-2019-37-R-3313); 2019. The global services locations landscape continues to witness high growth in 2018 in terms of revenue and new center setup activity; growth in terms of FTEs was slower owing to advances in automation as well as upskilling initiatives. The growth rate is expected to reduce in 2019, given the increased nearshoring by European firms (due to customer proximity), players using existing centers for multi-functional delivery and some uncertainties in the regulatory landscape. This report takes a stance with respect to the changes taking place in this market and opportunities for growth in the future
- 2. "Next-wave" Location Profile Tampa, Florida, USA (<u>EGR-2019-37-R-3089</u>); 2019. This report analyzes Tampa and offers perspectives on the global sourcing profile of the city, its key opportunities, drivers, and challenges, along with an overview of the talent availability, operating costs, and environment risks
- 3. "Next-wave" Location Profile Atlanta, Georgia, the United States (EGR-2018-37-R-2552); 2018. This report analyzes Atlanta and offers perspectives on the global sourcing profile of the city, its key opportunities, drivers, and challenges, along with an overview of the talent availability, operating costs and environment risks

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