



## **Location Spotlight – Thiruvananthapuram, India**

Locations Insider™ (LI)

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

# Our research offerings for global services

<ul style="list-style-type: none"> <li>▶ <b>Market Vista™</b> Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available</li> </ul>	
<ul style="list-style-type: none"> <li>▶ Application Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Human Resources</li> </ul>
<ul style="list-style-type: none"> <li>▶ BPS   Banking &amp; Financial Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ ITS   Banking &amp; Financial Services</li> </ul>
<ul style="list-style-type: none"> <li>▶ BPS   Healthcare &amp; Life Sciences</li> </ul>	<ul style="list-style-type: none"> <li>▶ ITS   Healthcare</li> </ul>
<ul style="list-style-type: none"> <li>▶ BPS   Insurance</li> </ul>	<ul style="list-style-type: none"> <li>▶ ITS   Insurance</li> </ul>
<ul style="list-style-type: none"> <li>▶ Catalyst™</li> </ul>	<ul style="list-style-type: none"> <li>▶ IT Services Executive Insights™</li> </ul>
<ul style="list-style-type: none"> <li>▶ Cloud &amp; Infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>▶ ITS   Life Sciences</li> </ul>
<ul style="list-style-type: none"> <li>▶ Customer Experience Management Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ <b>Locations Insider™</b></li> </ul>
<ul style="list-style-type: none"> <li>▶ Data &amp; Analytics</li> </ul>	<ul style="list-style-type: none"> <li>▶ PricePoint™</li> </ul>
<ul style="list-style-type: none"> <li>▶ Digital Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Procurement</li> </ul>
<ul style="list-style-type: none"> <li>▶ Engineering Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Recruitment &amp; Talent Acquisition</li> </ul>
<ul style="list-style-type: none"> <li>▶ Enterprise Platform Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Service Optimization Technologies</li> </ul>
<ul style="list-style-type: none"> <li>▶ Finance &amp; Accounting</li> </ul>	

## 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](mailto:info@everestgrp.com), [unitedkingdom@everestgrp.com](mailto:unitedkingdom@everestgrp.com), or [india@everestgrp.com](mailto:india@everestgrp.com)

## More about membership

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

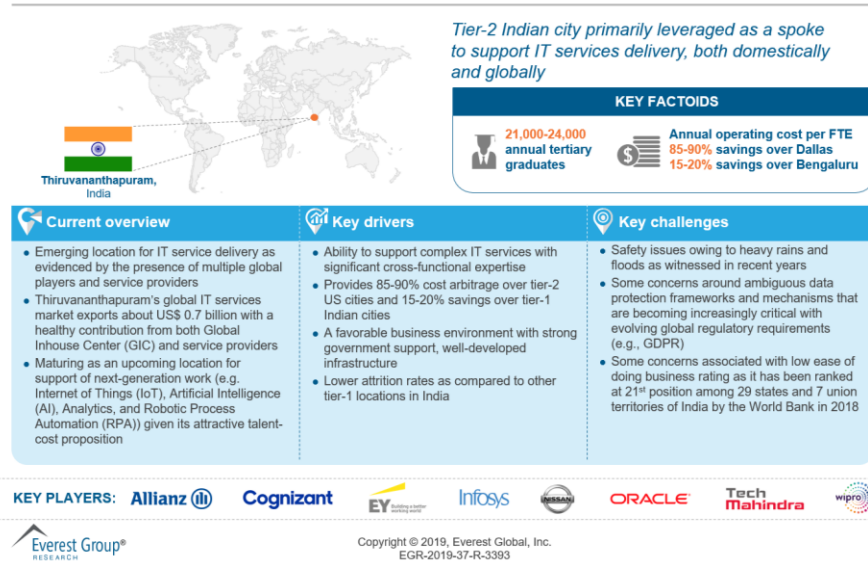
- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model™ reports
- PriceBook
- Virtual Roundtables
- Workshops

## 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 Thiruvananthapuram

## Thiruvananthapuram | At a glance



## Thiruvananthapuram | Risk profile (page 1 of 2)

### Geopolitical stability and well-developed infrastructure support to the IT-BP sector

Parameter	Everest Group rating	Comments
Geopolitical	<span style="color: green;">■</span>	<ul style="list-style-type: none"> <li>Stable business environment with an investor-friendly central and state government</li> <li>India holds the 41<sup>st</sup> rank among 167 countries in the Democracy Index 2019 compiled by the Economist Intelligence Unit (EIU) and was labeled as a "flawed democracy"                             <ul style="list-style-type: none"> <li>While India's ranking came down from 32<sup>nd</sup> position in 2017, driven by the rise of conservative religious ideologies, the IT-BP operations remain largely unaffected</li> </ul> </li> <li>There are some concerns regarding relationships with Pakistan and China; however, there is limited impact on business operations</li> </ul>
Macroeconomic	<span style="color: green;">■</span>	<ul style="list-style-type: none"> <li>Macroeconomic fundamentals are stable, with the GDP of India forecasted to grow at a robust 6.2% in FY2019, driven primarily by significant government spending, an expansionary monetary policy, and greater political certainty following the national elections</li> <li>Moody's has upgraded the government's local and foreign currency issuer ratings from Baa3 to Baa2, and changed the outlook from stable to positive                             <ul style="list-style-type: none"> <li>It is likely to unleash a fresh round of foreign portfolio investments and make external commercial borrowings more affordable</li> </ul> </li> <li>Although fiscal and public debt remain substantial, rapid workforce growth, an expanding middle class, and an ongoing productivity shift from agriculture to services will improve the macroeconomic stability</li> <li>However, rising crude oil prices and the steady decline in the value of rupee versus the dollar are some major concerns pressing on the current state of the Indian economy</li> </ul>
Infrastructure	<span style="color: green;">■</span>	<ul style="list-style-type: none"> <li>India has a moderate quality of overall infrastructure with 46<sup>th</sup> rank among 137 countries by Global Competitiveness Index 2018 (World Economic Forum)</li> <li>Thiruvananthapuram offers a favorable public transportation system and infrastructure facilities through an extensive road, rail, and air network</li> <li>Thiruvananthapuram houses Technopark, one of the largest IT parks in India in terms of developed area</li> <li>Kerala has the unique connectivity advantage of being the landing point of two major international submarine cables linking the US, Europe, and the Far East</li> </ul>

Source: Everest Group (2019); EIU; World Bank; Moody's; IBEF; interviews with market participants

# Research calendar – Locations Insider™

Published
  Planned
  Current release

## Flagship Locations Insider reports

### Release date

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
Location Spotlight – Chennai .....	June 2019
Global Locations Annual Report 2019 .....	September 2019
Location Spotlight – Egypt .....	September 2019
Location Spotlight – Czech Republic .....	September 2019
Location Spotlight – Morocco .....	October 2019
Location Spotlight – Romania .....	October 2019
Location Spotlight – Israel .....	October 2019
<b>Location Spotlight – Trivandrum, India .....</b>	<b>October 2019</b>

## Thematic Locations Insider reports

Global Hotspots – Analytics in BFSI .....	May 2019
European Digital Services Talent Handbook: Prepare for Digital Disruption .....	June 2019
Global Handbook – Focus on Language Skills Availability Across the World .....	Q4 2019
Global Handbook – Focus on Cloud Skills Across the World .....	Q4 2019

Note: For a list of all of our published Locations Insider™ reports, please refer to our [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 on the topic or complementary content that may be of interest

1. **Location Spotlight – India** ([EGR-2019-37-R-3174](#)); 2019. This report analyses India and offers perspectives on global sourcing profile of India, key opportunities, drivers, and challenges, along with an overview of talent availability, operating costs, and environment risks
2. **Location Spotlight – Hyderabad, India** ([EGR-2019-37-R-3173](#)); 2019. This report analyses Hyderabad and offers perspectives on global sourcing profile of Hyderabad, key opportunities, drivers, and challenges, along with an overview of talent availability, operating costs, and environment risks
3. **Global Locations Annual Report 2019: Demand for Next-generation Services Defining Locations Strategies | Key Trends Shaping the Landscape** ([EGR-2019-37-R-3313](#)); 2019. The Global Locations Annual Report 2019 describes the nuances of the global services locations landscape and interprets locations-related developments and trends to help in locations portfolio strategy design. It presents insights on market size and growth and global services exports by region and country, and offers an update of locations activity by region and country and trends affecting global locations (changes in the investment environment, key global developments, and changes in exposure to various risks)

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

**Parul Jain**, Practice Director – Global Sourcing:

[parul.jain@everestgrp.com](mailto:parul.jain@everestgrp.com)

**Anuja Patel**, Senior Analyst – Global Sourcing:

[Anuja.Patel@everestgrp.com](mailto:Anuja.Patel@everestgrp.com)

**Harshit Gupta**, Analyst – Global Sourcing:

[Harshit.Gupta@everestgrp.com](mailto:Harshit.Gupta@everestgrp.com)

Website: [www.everestgrp.com](http://www.everestgrp.com) | Phone: +1-214-451-3000 | Email: [info@everestgrp.com](mailto: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](http://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](http://www.everestgrp.com)

### Social Media



@EverestGroup



@Everest Group

### Blog



[www.everestgrp.com/blog/](http://www.everestgrp.com/blog/)

*This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.*