

Location Spotlight – Raleigh-Cary-Durham (Research Triangle), North Carolina, United States

December 2020: Complimentary Abstract / Table of Contents



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- 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

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This report provides perspectives on key aspects of the global sourcing market in Raleigh-Cary-Durham (Research Triangle)

Location Spotlight – Raleigh-Cary-Durham (Research Triangle), Texas, United States

Raleigh-Cary-Durham (Research Triangle) | At a glance



Raleigh-Cary-Durham (Research Triangle), NC, United States

An established tier-3 location for delivery of IT ADM and non-voice BP services, offering significant cost arbitrage over tier-1 locations in the US

KEY FACTOIDS

32,000-36,000 annual tertiary graduates

Annual operating cost per FTE 2-4% savings over Dallas and 17-23% savings over New York

Current overview

Key drivers

Key challenges

KEY PLAYERS:

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Location Spotlight – Raleigh-Cary-Durham (Research Triangle), Texas, United States

Raleigh-Cary-Durham (Research Triangle) | Risk profile (page 1 of 2)

Good infrastructure facilities; however, some concerns around political and economic stability

Parameter

Everest Group rating

Comments

Geopolitical

- The United States ranks 25th among 167 countries in the Democracy Index 2019 compiled by the Economist Intelligence Unit (EIU)
- The US trade and foreign policies remain unpredictable and pose uncertainty due to the recent change in ruling government, as a result of the presidential elections held in November 2020. Joe Biden was declared the winner and is expected to take office in January 2021
- The last government reversed many policies passed under the Obama administration and holds an "America First" principle regarding the foreign policies. Rising trade protectionism resulted in uncertainty over existing legislation and trade agreements. Also, despite the signing of a partial trade agreement in January 2020, trade tensions with China persist.

Macroeconomic

- The US entered recession for the first time in more than 10 years, with COVID-19 hitting the country:
 - In 2020, the budget deficit is expected to reach a record level as a result of the measures adopted to deal with the COVID-19 crisis. At the end of July, the stimulus plans, including the CARES Act (relief fund for COVID-19) were estimated at around 14% of the US GDP
 - The unemployment rate shot up from 3.5% in Jan 2020 to 7.9% in September 2020 due to the pandemic
 - Fitch Ratings changed its outlook from stable to negative due to the ongoing deterioration in the U.S. public finances and the absence of a credible fiscal consolidation plan

Infrastructure

- The United States is ranked 13th out of 141 countries in the 2019 Global Competitiveness Index for the quality of its infrastructure
- Research Triangle area has a major international airport and has more than 400 flights on seven major airlines to nearly 65 non-stop destinations each day
- To ease congestion and delays, the N.C. Department of Transportation launched a new website to help drivers plan their commute
- North Carolina boasts the second-largest state-owned highway system in the US, comprising more than 90,000 miles of road

Source: Everest Group (2020); inputs from recruitment firms, market players, and investment agencies

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Research calendar

Locations Insider

Published Planned Current release

Flagship Locations Insider reports

Release date

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Locations Spotlight – Guatemala	June 2020
Location Spotlight – Wuxi, China	August 2020
Location Spotlight – Taiwan	September 2020
Location Spotlight – San Antonio, Texas, The United States	October 2020
Location Spotlight – Nigeria	December 2020
Location Spotlight – Birmingham, The United Kingdom	December 2020
Location Spotlight – Raleigh-Cary-Durham (Research Triangle), North Carolina, United States	December 2020
Location Spotlight – Cali, Colombia	Q1 2021
Location Spotlight – Coimbatore, India	Q1 2021
Location Spotlight – Lithuania	Q1 2021

Thematic Locations Insider reports

Release date

Engineering Services Skills Handbook: Preparing for Next Wave of Growth in R&D	July 2020
Africa: Emerging IT-BP Delivery Force	July 2020
Leading European Locations for Global Delivery of Engineering Services	October 2020
Data & Analytics Handbook – Delivery Location Strategy to Steer Through Digital Disruption	November 2020

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