

It Is Not a Talent War; It Is a New Reality – 2022 Key Issues in Global Sourcing

Service Provider Perspective

March 2022: Select Findings



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Contents

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1. Introduction and overview	4
• Background, methodology, and scope of research	5
• Summary of key messages	6
2. Market sentiments	7
• Overall sentiment going into 2022	8
• Top business constraints	9
• Key business challenges	10
• Sentiments around headcount	11
3. Talent – why, where, who?	12
• Root causes for talent shortage	13
• Talent challenges by geography	14
• Talent challenges by segment	15
4. Enterprises' view on service providers	16
• Anticipated changes to service provider portfolios	17
• Expectations from service providers in 2022	18
• Satisfaction with service provider performance	19
• Key service provider-related concerns in 2022	20
• Top digital capability priorities for 2022	21
• Financial performance in 2021	22
7. Appendix	23
• Glossary	24
• Market Vista offerings	25
• Research calendar	26

At the corporate level, lack of talent is holding service providers back more than lower customer demand

Top business constraints going into 2022

Service provider

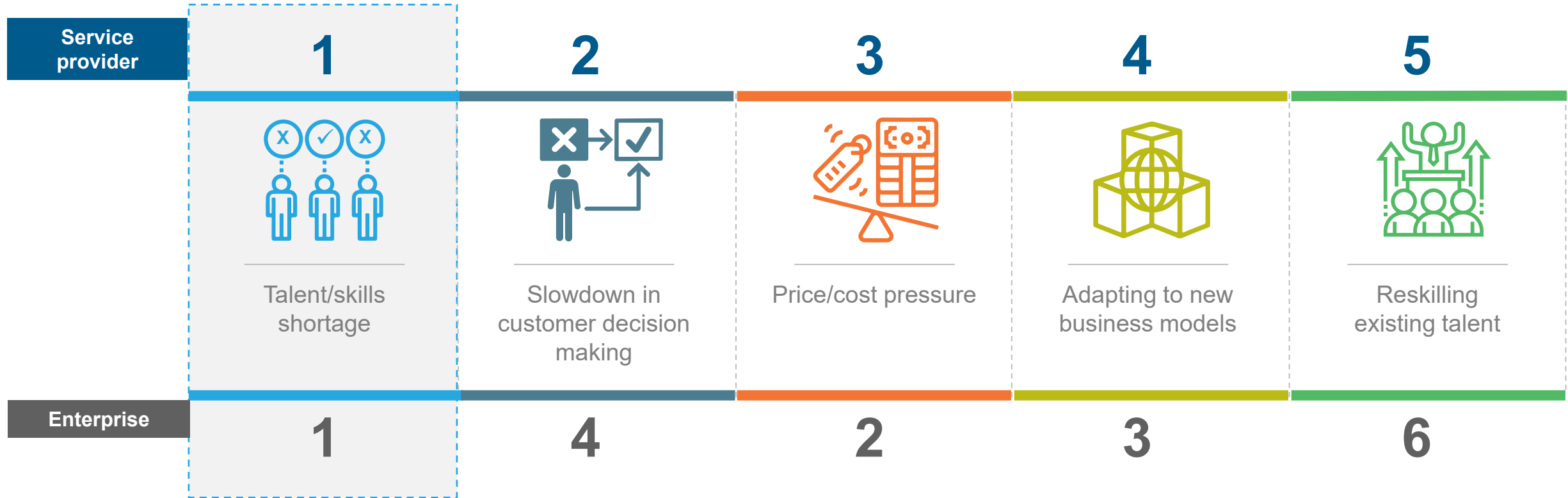


Enterprise

Source: Everest Group Key Issues Survey, 2022

The talent shortage is complicated, and it is not going away soon

Key business challenges expected in 2022

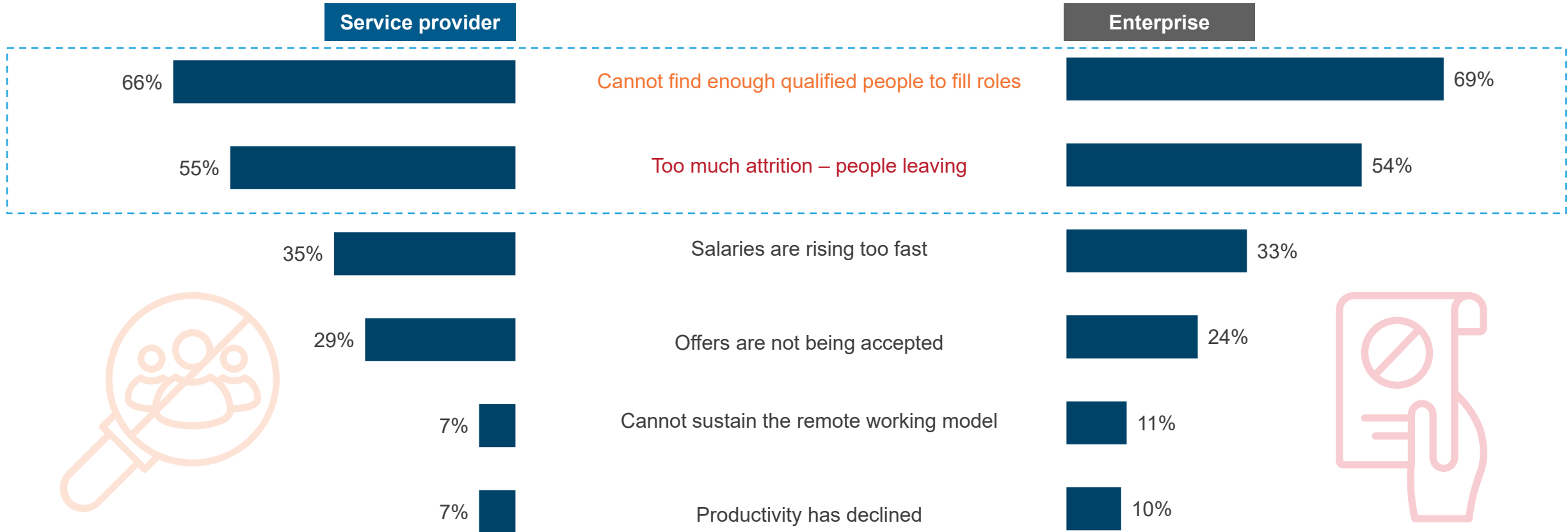


Source: Everest Group Key Issues Survey, 2022

The talent shortage is showing up for employers in different ways

Top root causes of the talent shortage

Percentage of respondents selecting highly challenging



Source: Everest Group Key Issues Survey, 2022

Enterprises expect high quality service and timely delivery from their service providers in 2022

Key performance parameters enterprises expected from service providers



Source: Everest Group Key Issues Survey, 2022, and 2021, respectively

Research calendar

Market Vista™

■ Published
 ■ Planned
 ■ Current release

Flagship Market Vista reports	Release date
Market Vista™ : Q2 2021	May 2021
Market Vista™ : Q3 2021	August 2021
Market Vista™ : Q4 2021	November 2021
Market Vista™ : Q1 2022	February 2022
Market Vista™ : 2021 Year in Review and Outlook for 2022	Q1 2022
Market Vista™ : Q2 2022	Q2 2022
Market Vista™ : Q3 2022	Q3 2022

Thematic Market Vista reports	Release date
Market Vista™: Industry Insights – Technology	July 2021
Market Vista™: Industry Insights – Insurance	November 2021
Market Vista™: Industry Insights – Banking	December 2021
It is Not a Talent War; It is a New Reality – 2022 Key Issues in Global Sourcing	February 2022
It is Not a Talent War; It is a New Reality – 2022 Key Issues in Global Sourcing – Service Provider Perspective	March 2022
It's Not a Talent War, It's a New Reality – 2022 Key Issues in Global Sourcing – SVM Perspective	Q2 2022
Market Vista™: Industry Insights – Telecom	Q2 2022
Market Vista™: Industry Insights – Healthcare	Q3 2022

Note: For a list of all of our published Market Vista™ reports, please refer to our [website page](#).



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