

US Talent Supply Landscape for the Top 10 In-demand Technology Skills

June 2022: Complimentary Abstract / Table of Contents



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- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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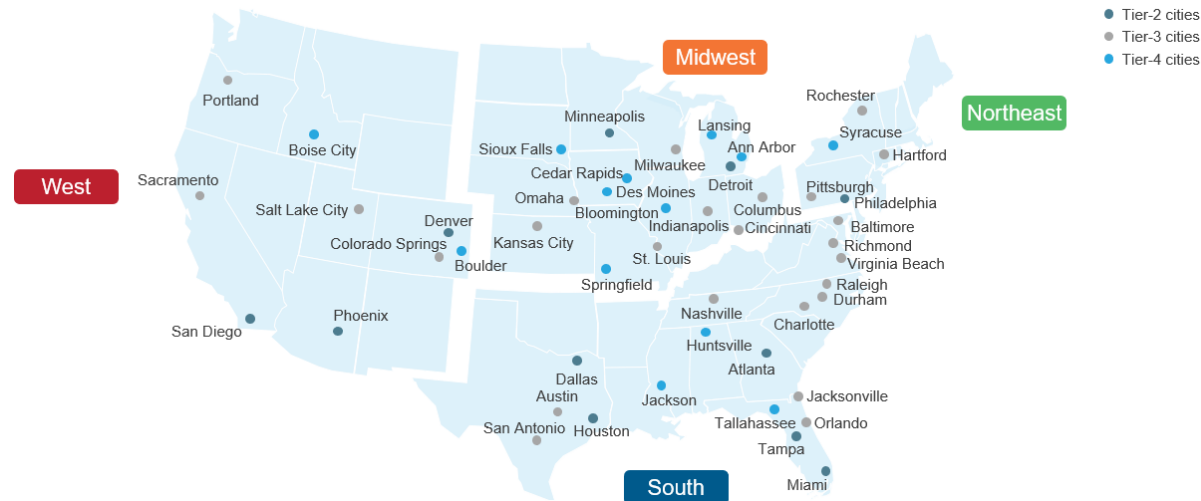
Background and aim of this report

Technology skills are in demand worldwide. For most skills, demand significantly outpaces the supply, and the imbalance is not expected to resolve in the next two-three years. Technology is no longer a business enabler, but also a growth driver, as most verticals deal with changing customer needs, pressures of faster time-to-market, and competition to innovate. As a result of this, cost saving has taken a backseat as far as technology services delivery is concerned. Companies are willing to pay a premium to get the resources with the right technology skill sets. This has resulted in many US-headquartered companies expanding their delivery footprint within the US to tap into both local and imported talent. The talent supply landscape has started to change in the US as a large portion new investments in technology talent move away from tier-1 cities and the focus shifts to digital skills.

This Everest Group market report aims to help market players understand the delivery locations landscape of tier-2/3/4 locations in the US, with a focus on talent availability. It also provides insights on talent supply, attrition, key cities, top roles, compensation premium, etc., for top 10 in-demand technology skills in the US.

←----- Report's coverage ----->

Tier-2, 3, 4 locations for talent and cost assessment



Top 10 in-demand technology skills in the US

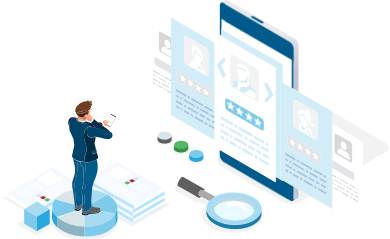
- Agile
- Automation
- Blockchain
- Cloud infrastructure and operations
- Cybersecurity
- Data and artificial intelligence
- DevOps
- Experience design
- Full stack development
- Internet of things (IoT)

Key factors driving the growth of technology delivery in the US



Investments in setting up new technology delivery centers

Since 2010, the US has experienced over 140% increase in the number of new technology delivery center setups. Both enterprises and service providers have ramped up technology services delivery from the US.



Ease of importing talent

Over the years, the US has experienced a significant increase in the number of job visa applications for technology services. This has contributed to a larger pool of talent available for companies to hire from.



Focus on agile delivery

An increasing number of companies have realized and reaped the benefits of proximity for collaboration to work in an agile delivery model.



Rise in demand for digital capabilities

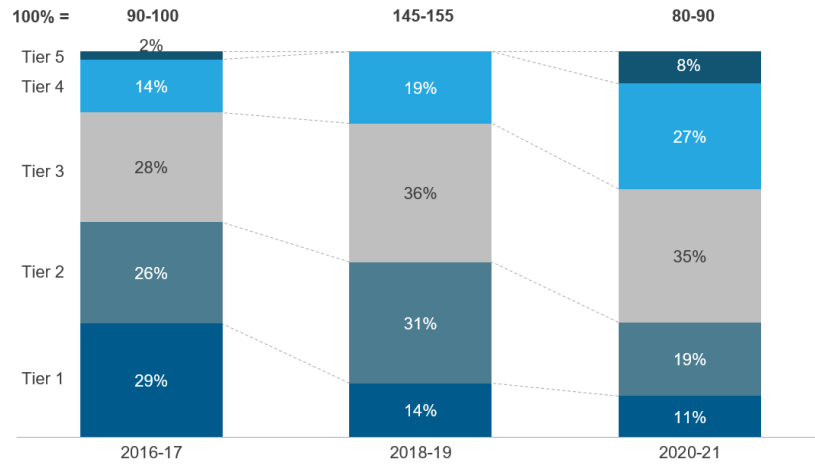
With the companies looking to drive business growth and transformation through adoption of digital technologies, there has been a shift in the focus of new delivery center setups toward digital technologies. In 2021, ~60% of the new technology centers set-ups were focused on digital capabilities.

This study offers a detailed analysis of technology talent delivery market in the US, along with in-demand technology skills

US Talent Supply Landscape for the Top 10 In-demand Technology Skills

Companies are looking beyond the established tier-1 markets, leveraging tier-2/3/4 cities for setting up new centers due to favorable talent-cost proposition

Distribution of new technology delivery centers in the US by tiers
2016-21; number of centers



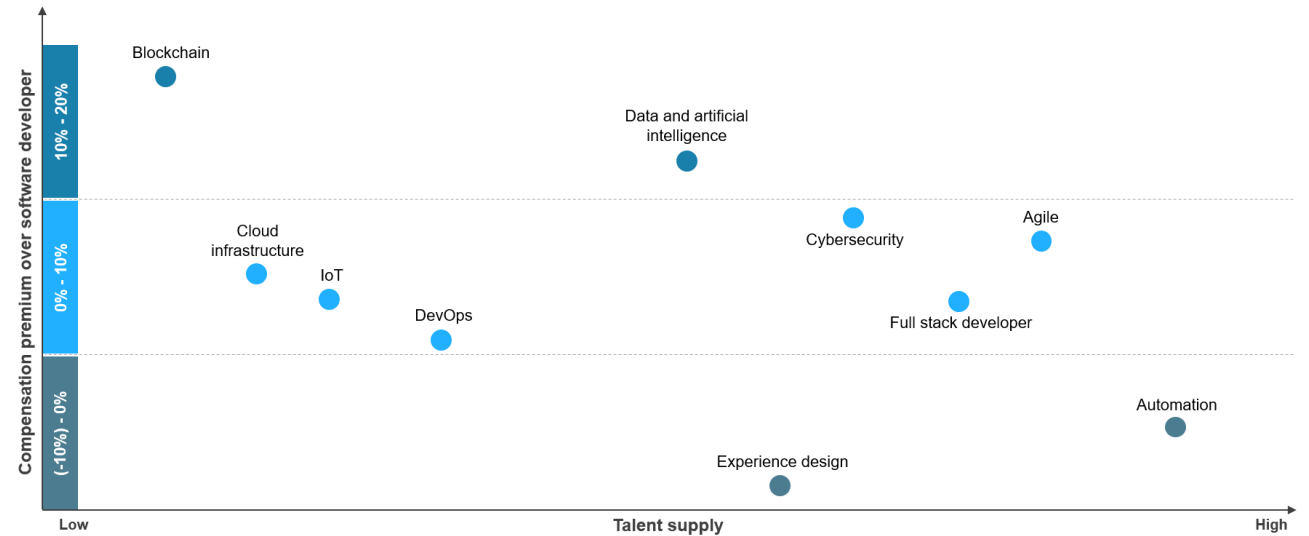
Source: Everest Group (2022)

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- As tier-1 cities experience market, companies are seeing an uptick in the number of new centers in tier-2/3/4 cities and capabilities, this trend
 - Tier-4 cities have providers for a limited number of roles
- Key cities leveraged for talent delivery
 - Tier 1: Los Angeles, CA
 - Tier 2: Dallas, TX
 - Tier 3: Austin, TX
 - Tier 4: Boulder, CO

US Talent Supply Landscape for the Top 10 In-demand Technology Skills

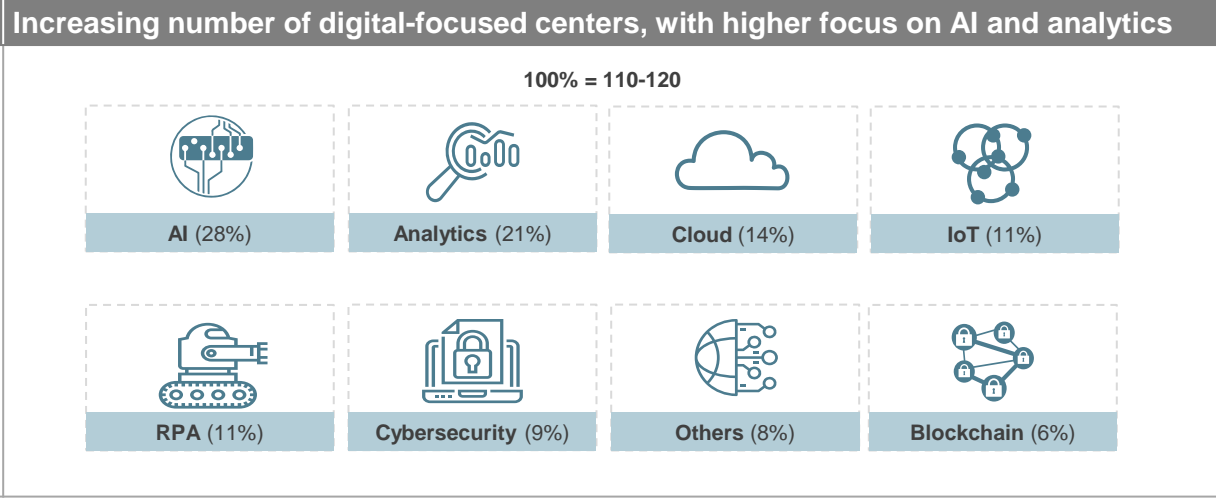
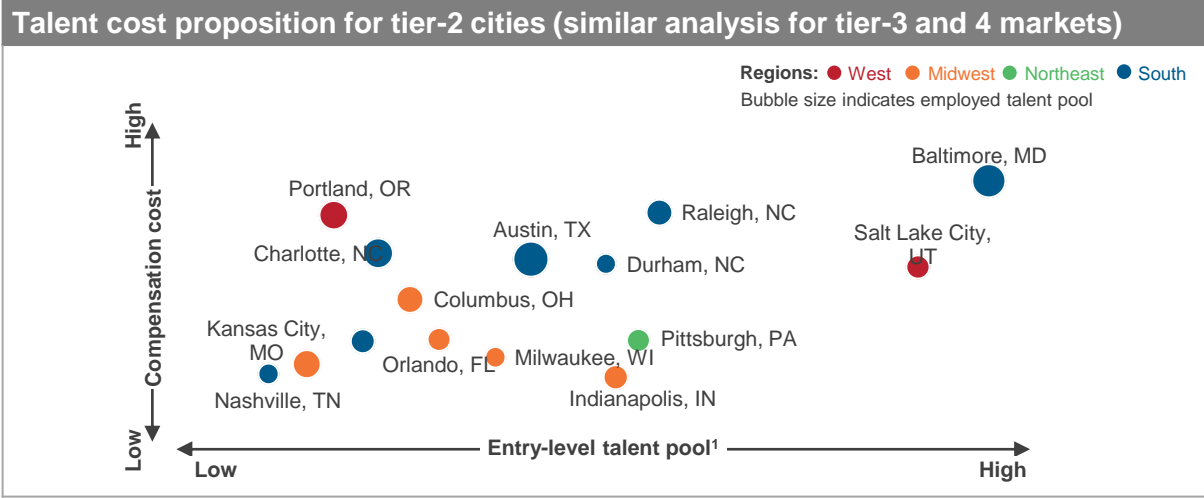
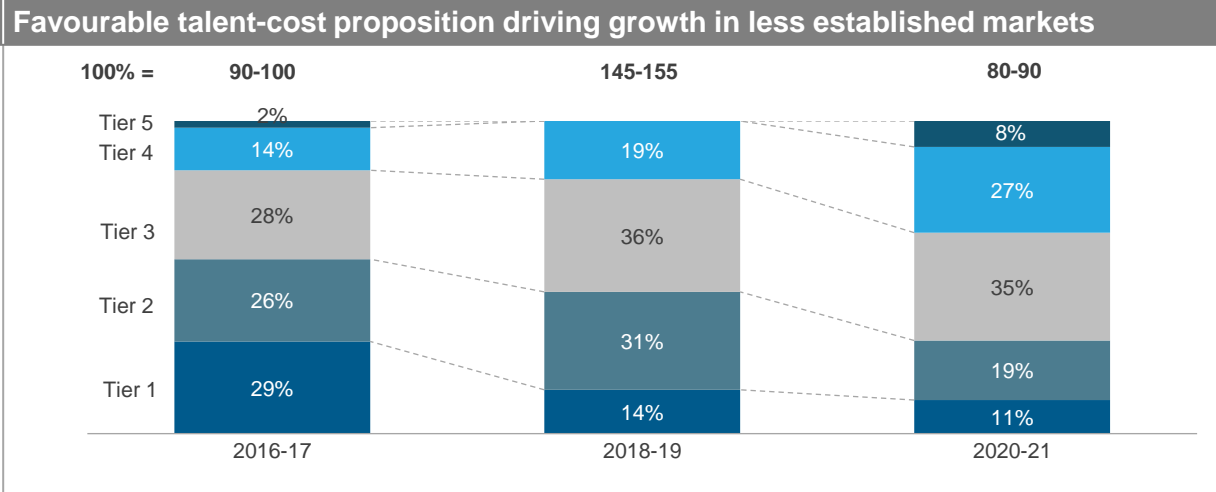
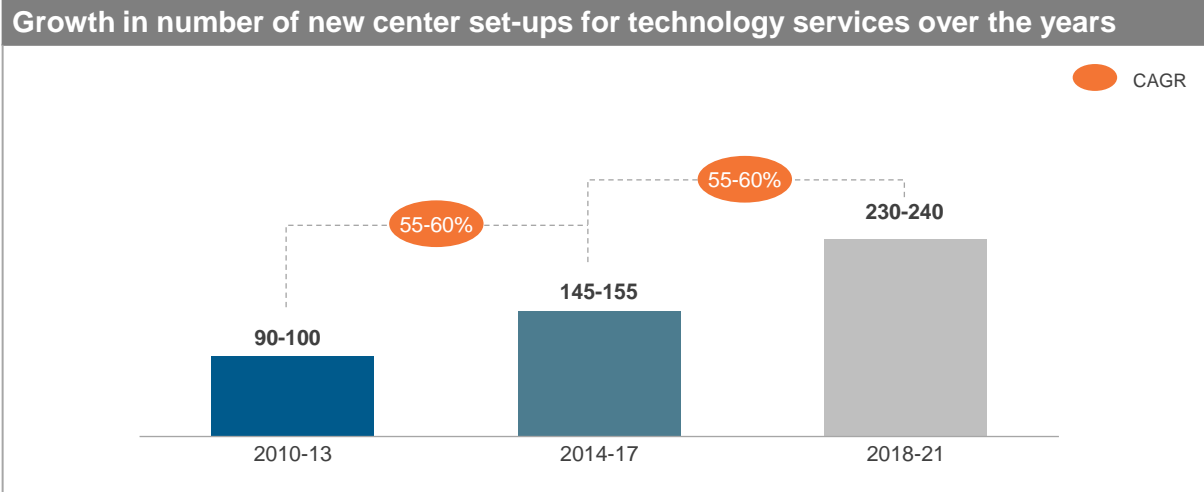
Automation is the most mature function delivered from the US in terms of number of talent employed; followed by agile and cybersecurity



Source: Everest Group (2022)

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This study provides a deep dive into key aspects of US technology market; below are four charts to illustrate the depth of the report



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Locations Insider™

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
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Location Spotlight – Malaga, Spain	March 2022
Global Locations State of the Market Report 2022: Talent Drives Locations Strategies Locations PEAK Matrix®	March 2022
Impact of Climate Change on Delivery Location Sustainability	March 2022
Enterprise Acquisition Guide for Hot IT Roles	April 2022
Impact of Demographic Changes on Location Delivery Sustainability	April 2022
Location Spotlight – Portugal	May 2022
Global Locations State of the Market 2022: Talent Drives Locations Strategies Risk Watch	May 2022
US Talent Supply Landscape for the Top 10 In-demand Technology Skills	June 2022
Location Spotlight – Quebec City	Q2 2022
Location Spotlight – Peru	Q2 2022
Location Spotlight – Uruguay	Q2 2022
Global Locations State of the Market 2022: Talent Drives Locations Strategies Key Trends Shaping the Landscape	Q3 2022
Location Spotlight – Fukuoka, Japan	Q3 2022

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