

Risk Watch 2023: Tracking Risks in a Volatile and Uncertain World of Global Services Delivery

April 2023: Complimentary Abstract / Table of Contents



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Overview and abbreviated summary of key messages

Global Locations State of the Market 2023: Risk Watch provides a comprehensive view of the operating and business environment in the major delivery locations globally. The report includes risk ratings across seven primary parameters of risk assessment and details on location-specific recent risks and developments

Some of the findings in this report, among others, are:

Risk watch

- The business environment in the APAC region is diverse and complex, with a range of economic, political, and cultural factors influencing the landscape. The region has experienced significant economic growth in recent years, leading to increased investment and business opportunities. Malaysia, Singapore, and Hong Kong offer the safest / lowest risk proposition in this region, these locations have high economic stability, world-class infrastructure, and very high ease of doing business
- Europe is home to some of the most stable and well-functioning democracies in the world, with strong institutions, clear regulatory frameworks, and effective legal systems. This creates an environment in which businesses can operate with confidence and certainty. England and Germany offer the most attractive risk profiles in this region, while most European locations offer a moderate and high-moderate favorable risk profile. These locations provide stable trading economies, developed political and economic frameworks, and skilled workforces with a strong focus on innovation
- Americas encompasses a large and significantly diverse market, including the US and Canada in North and several countries in Latin America and Caribbean, each with its own distinct economic and political characteristics. The US and Canada offer the most favorable conditions for businesses, considering the high quality of infrastructure, stable political & macroeconomic environment, and secure digital environment. Costa Rica, Panama, and Chile also offer conducive business environments backed by strong macroeconomic fundamentals and high quality of life
- Middle East and Africa's seven-year upward inflow trend along with aggressive commitments to IT-BP services is expected to partially offset the recessionary impact for some well-established and large Middle East oil majors. Among the MEA countries, Israel and UAE are the most attractive business destinations primarily driven by their favorable business climate. These countries offer stable political and macroeconomic environment along with a mature and well-established network of institutions and regulatory frameworks

This study offers three distinct chapters providing a deep dive into key aspects of global location risks; below are three charts to illustrate the depth of the report

Key dimensions of assessment

The **risk watch** section provides a comprehensive view of the operating and business environment in the major delivery locations globally, along with select source geographies. The section includes an analysis of the following dimensions:



Risk Dashboard

- A snapshot of the operating and business environment at different locations in a region
- It includes risk ratings across seven primary parameters of assessment (scores normalized on a scale of 1 to 5)
- It also covers important occurrences in the past one year that are likely to impact providers / buyers, or are worth watching out for
- The assessment captures both positive and negative movements in the risk ratings of the locations based on these events



Risk dashboard

■ Highly favorable
 ■ Favorable, with some concerns
 ■ Significant challenges
 Lowest risk (most safe) 5 _____ 1 Highest risk (least safe)

Country	Quality of infrastructure	Safety and security	Geopolitical	Macroeconomic	Regulations & ease of doing business	Ease of remote working	Quality of life	Overall risk
Country 1	3	3	3	1	2	3	3	3
Country 2	3	2	3	2	3	3	3	3
Country 3	4	4	5	4	5	5	5	5
Country 4	3	3	4	4	4	3	4	4
Country 5	3	1	3	3	3	3	3	3
Country 6	3	3	4	2	3	3	4	3

Methodology and key inclusion



Infrastructure quality



Safety and security



Geopolitical stability



Ease of remote working



Macroeconomic stability



Quality of life



Regulations and ease of doing business



Research calendar

Locations Insider™

Published Planned Current release

Reports title	Release date
The Most In-demand Metaverse Skills in the US	November 2022
The War for Talent in Data, Analytics, and AI (DAAI): Finding the Ideal Operating Model for Organizations	November 2022
Location Spotlight – Munich, Germany	December 2022
Global Locations State of the Market 2022: Talent Drives Locations Strategies Key Trends Shaping the Landscape	December 2022
Location Spotlight – Greece	January 2023
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