

Impact Sourcing Playbook for Service Providers

October 2023: Complimentary Abstract / Table of Contents



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Background and scope of the research

The concept of impact sourcing has experienced remarkable growth and acceptance across geographies. Service providers have recognized the potential of leveraging impact sourcing to simultaneously achieve business objectives and create positive social change. Through targeted hiring practices, these organizations have tapped into a talent pool that was previously underserved, providing opportunities for personal growth, skill development, and economic empowerment.

Despite the evident benefits of impact sourcing, the lack of a comprehensive and guided approach has hindered its widespread adoption. Service providers have encountered challenges in formulating a clear strategy and framework to integrate impact sourcing into their operations. The absence of a structured playbook has made it difficult for organizations to navigate the complexities and nuances associated with implementing impact sourcing initiatives.

In this report, we offer practical guidance and insights to navigate the journey of impact sourcing. It provides a step-by-step approach, best practices, and case studies to help service providers develop a robust strategy for successful implementation. We focus on:

- Providing a comprehensive understanding of impact sourcing and its potential benefits
- Guiding service providers in formulating a clear strategy to embed impact sourcing within their organizational ethos
- Sharing best practices and case studies from successful implementations to inspire and inform service providers

Scope of this report



Geography
Global



Industry
Broad industry with focus on impact sourcing talent strategy



Services
Information Technology Services, Business Process Services, Global Sourcing, Engineering Services, and others



Use cases
Provider-stated and publicly available information (~100 distinct use cases) has been analyzed for the purpose of this report

Overview and abbreviated summary of key messages

This report offers a comprehensive exploration of the impact sourcing ecosystem, covering its historical development, prominent advantages, and the various stakeholders involved. Furthermore, it provides a step-by-step approach, best practices, and case studies to help service providers develop a robust strategy for successful implementation.

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

Overview of impact sourcing

- Impact sourcing is a business practice to intentionally hire and provide career development opportunities to people from marginalized communities (like economically disadvantaged, socially marginalized, and under/unemployed) while fulfilling economic and social objectives
- A meaningful collaboration among the various impact sourcing stakeholders such as workers, employers, and enablers is required to drive both social and economic benefits

Key drivers of impact sourcing

- Impact sourcing addresses challenges related to workforce and location diversification, and offers a unique competitive advantage
- Impact sourcing is recognized as a cost-effective approach due to its advantages of reduced employee turnover and enhanced workplace performance
- Impact sourcing employees are delivering excellent performance when it comes to value-centric and strategic jobs requiring a high level of domain or technical skills

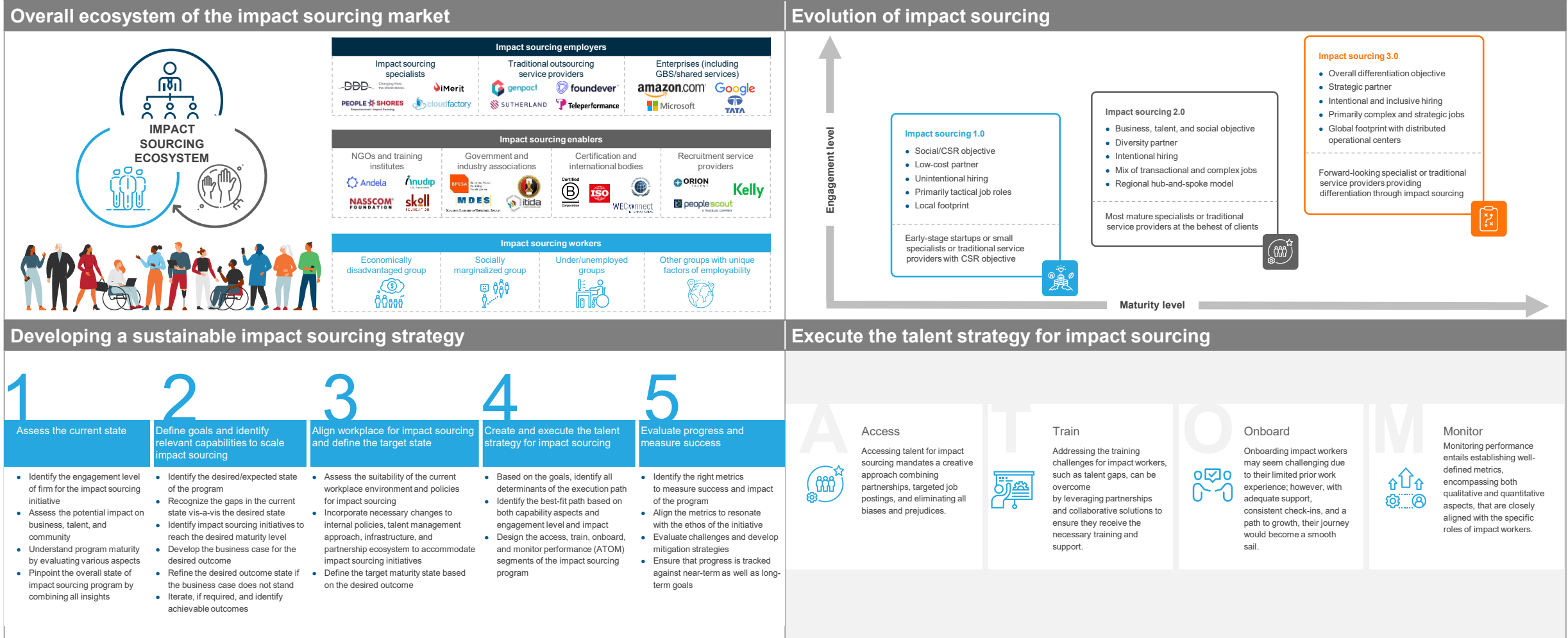
Developing a sustainable impact sourcing strategy

- Service providers need to adopt a stepwise journey to successfully drive impact sourcing initiatives and achieve the desired outcomes
- The journey should begin with an assessment of the current engagement level of the firm followed by defining goals and identifying relevant capabilities. It goes all the way to executing the talent strategy and evaluating progress against near-term and long-term goals

Future of impact sourcing

- The future of impact sourcing is influenced by the interplay of demand and supply trends, driven by leveraging technology, and supported by policies and legislation
- The work activities will evolve from being tactical to value-centric and hence, moving up the value chain with an added layer of complexity

This study covers market insights providing a deep dive into key aspects of impact sourcing space; below are four charts to illustrate the depth of the report



Research calendar

Sustainability Technology and Services

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
Environmental, Social, and Governance (ESG) Adoption in the Engineering Landscape	March 2022
Social Sustainability in Life Sciences: Connecting the Dots between Profit and Purpose	March 2022
The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists	May 2022
Impact Sourcing Specialists Service Providers Compendium 2022	June 2022
Sustainability Enablement Technology Services PEAK Matrix® Assessment 2022	June 2022
Sustainability Enablement Technology Services Provider Landscape – Compendium	July 2022
Integrating Sustainability Into the BFS GBS Charter to Help Enterprises Realize Their ESG Goals	Nov 2022
Africa on the Rise: The Next Frontier in Customer Experience Management (CXM)	March 2023
From Efficiency to Responsibility: How Enterprises Are leveraging Technology to Drive Sustainability	May 2023
Net-zero Consulting Services PEAK Matrix Assessment 2023	September 2023
Impact Sourcing Playbook for Service Providers	October 2023
Impact Sourcing Specialists' Directory	Q4 2023
Sustainability Enablement Technology Services PEAK Matrix® Assessment 2023	Q4 2023
Impact Sourcing State of the Market 2023	Q4 2023
Reinforcing Impact Sourcing with the Right Partner Strategy	Q4 2023
Impact Sourcing Ecosystem – Focus on Training Institutions	Q4 2023

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