

# Service Provider Compass™ – Global Services Delivery from Mexico

January 2024: Complimentary Abstract / Table of Contents



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## Everest Group's Service Provider Compass™ – research background

Key questions that enterprise sourcing leaders often ask us



Who are the leading service providers for a function in Mexico?

**Do you have a comparative view of service providers' scale of delivery in the Philippines?**

How can we assess a service provider's ability to attract and retain talent in Poland?

Which service providers have better quality talent in India?

Everest Group's Service Provider Compass™ is designed to help sourcing leaders get an **outside-in** view of service providers' market positions in key delivery locations to help them to select the right service provider(s) that can meet their talent needs for global services delivery from the location.

## Everest Group's Service Provider Compass™ – research methodology

### Core dimensions of Service Provider Compass™



Weight  
70%

#### Scale and delivery footprint

Measures providers' scale, headcount growth rate, delivery footprint, and any recent expansions in the country

Parameter examples: headcount, YoY growth rate, and number of centers



Weight  
15%

#### Employer brand perception

Measures providers' brands as an employers in the market and any recent accolades

Parameter examples: aggregated brand perception score, employee satisfaction ratings, and awards



Weight  
15%

#### Workforce profile

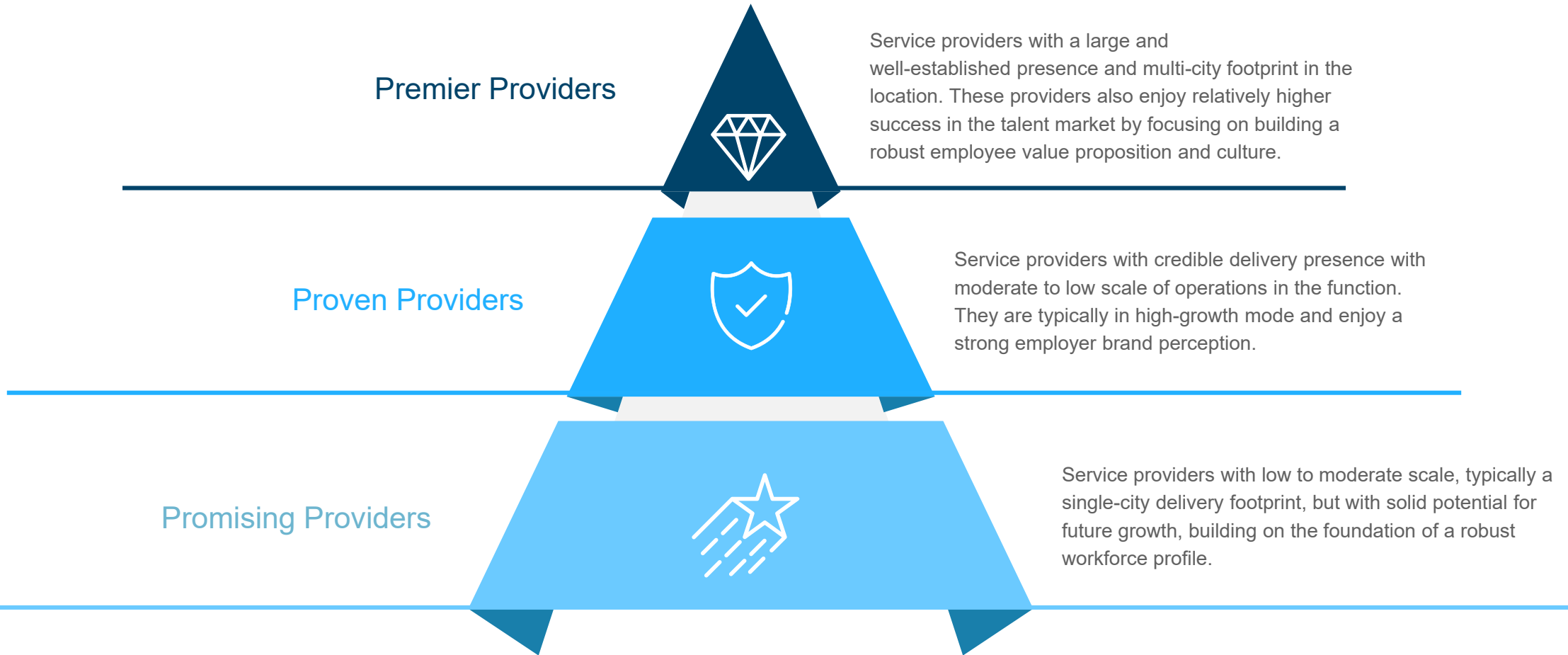
Measures quality and diversity of talent and providers' ability to retain talent

Parameter examples: attrition, quality of universities for incoming talent, gender diversity, average years of work experience, and average tenure in the company

We use a combination of public sources, proprietary databases (e.g., center setups) and frameworks, and our own point of view based on interactions with market stakeholders to assess each provider.

This assessment primarily focuses on providers' scale and internal brand perception; it is not an evaluation of the depth and quality of services offered.

# Everest Group's Service Provider Compass™ framework



The assessment focuses on providers' scale, brand perception, and workforce profile; it is not an evaluation of the depth and quality of services delivered. Analysis reflects Everest Group's independent outside-in perspective and is based on publicly available sources of information and proprietary databases.

# This report provides insights into the delivery scale and presence, employer brand perception, and workforce profile of major providers in Mexico

## CXM services delivery from Mexico – 2023



### Premier Providers

Service providers with a large and well-established presence and multi-city footprint in the location. These providers also enjoy relatively higher success in the talent market by focusing on building a robust employee value proposition and culture.



Atento | Concentrix + Webhelp  
Konecta | Teleperformance | TTEC

### Proven Providers

Service providers with credible delivery presence with moderate to low scale of operations in the function. They are typically in high-growth mode and enjoy a strong employer brand perception.



Alorica | Conduent | Foundever  
Genpact TaskUs | TCS

### Promising Providers

Service providers with low to moderate scale, typically a single-city delivery footprint, but with solid potential for future growth, building on the foundation of a robust workforce profile.



Cognizant | DXC Technology | Qualfon  
ResultsCX | Sutherland | Tech Mahindra  
Wipro

The assessment focuses on providers' scale, brand perception, and workforce profile; it is not an evaluation of the depth and quality of services delivered. Analysis reflects Everest Group's independent outside-in perspective and is based on publicly available sources of information and proprietary databases.

## IT-ADM services delivery from Mexico – 2023



### Premier Providers

Service providers with a large and well-established presence and multi-city footprint in the location. These providers also enjoy relatively higher success in the talent market by focusing on building a robust employee value proposition and culture.



Accenture | Globant | IBM  
Neoris | Softtek | TCS

### Proven Providers

Service providers with credible delivery presence with moderate to low scale of operations in the function. They are typically in high-growth mode and enjoy a strong employer brand perception.



Capgemini | DXC Technology | Encora  
EPAM | HCLTech | NTT DATA  
Wizeline

### Promising Providers

Service providers with low to moderate scale, typically a single-city delivery footprint, but with solid potential for future growth, building on the foundation of a robust workforce profile.



Atos | Cognizant | Endava | GlobalLogic  
Infosys | Persistent Systems  
Stefanini Group | Tech Mahindra | Wipro

The assessment focuses on providers' scale, brand perception, and workforce profile; it is not an evaluation of the depth and quality of services delivered. Analysis reflects Everest Group's independent outside-in perspective and is based on publicly available sources of information and proprietary databases.

# Research calendar

## Locations Insider™

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
Talent Demand Trends   India IT Services – H1 2023	August 2023
Location Spotlight – Vietnam	September 2023
Location Spotlight – Estonia	September 2023
Location Spotlight – Indonesia	September 2023
Global Locations State of the Market 2023: Changing Locations Landscape in the Face of Economic Uncertainty   Locations PEAK Matrix®	September 2023
Location Spotlight – Serbia	November 2023
Location Spotlight – Northern Ireland	December 2023
Location Spotlight – Argentina	January 2024
<b>Service Provider Compass™ – Global Services Delivery from Mexico</b>	<b>January 2024</b>
Location Spotlight – Shenzhen, China	Q1 2024
Technology and Operations Services Delivery in Japan	Q1 2024
Tapping into the Ripe African Global Services Delivery Market	Q1 2024
Location Spotlight – Vadodara, India	Q1 2024
Talent Demand Trends   India IT Services – H2 2023	Q1 2024
Location Spotlight – El Salvador	Q1 2024

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