



# Service Provider Compass™ – Global Services Delivery from Poland

July 2024: Complimentary Abstract / Table of Contents

SERVICE PROVIDER  
**COMPASS™**  
Locations Insider™

 Everest Group®

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- ▶ Interactive Experience (IX) Services
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- ▶ Microsoft Business Application Services
- ▶ Modern Application Development (MAD)
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- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG IT Services
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
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- ▶ Technology Skills and Talent
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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 providers for a function in a region?

Do you have any comparative view of providers' capabilities?

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

Which providers have better quality talent in Poland?



Everest Group's Service Provider Compass™ is designed to help sourcing leaders get an **outside-in** view of the providers' market position in key delivery locations and to enable them to select the right 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™



Weightage  
**70%**

### Scale and delivery footprint

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

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



Weightage  
**15%**

### Employer brand perception

Measures providers' brand as an employer in the market and any recent accolades received for it

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



Weightage  
**15%**

### Workforce profile

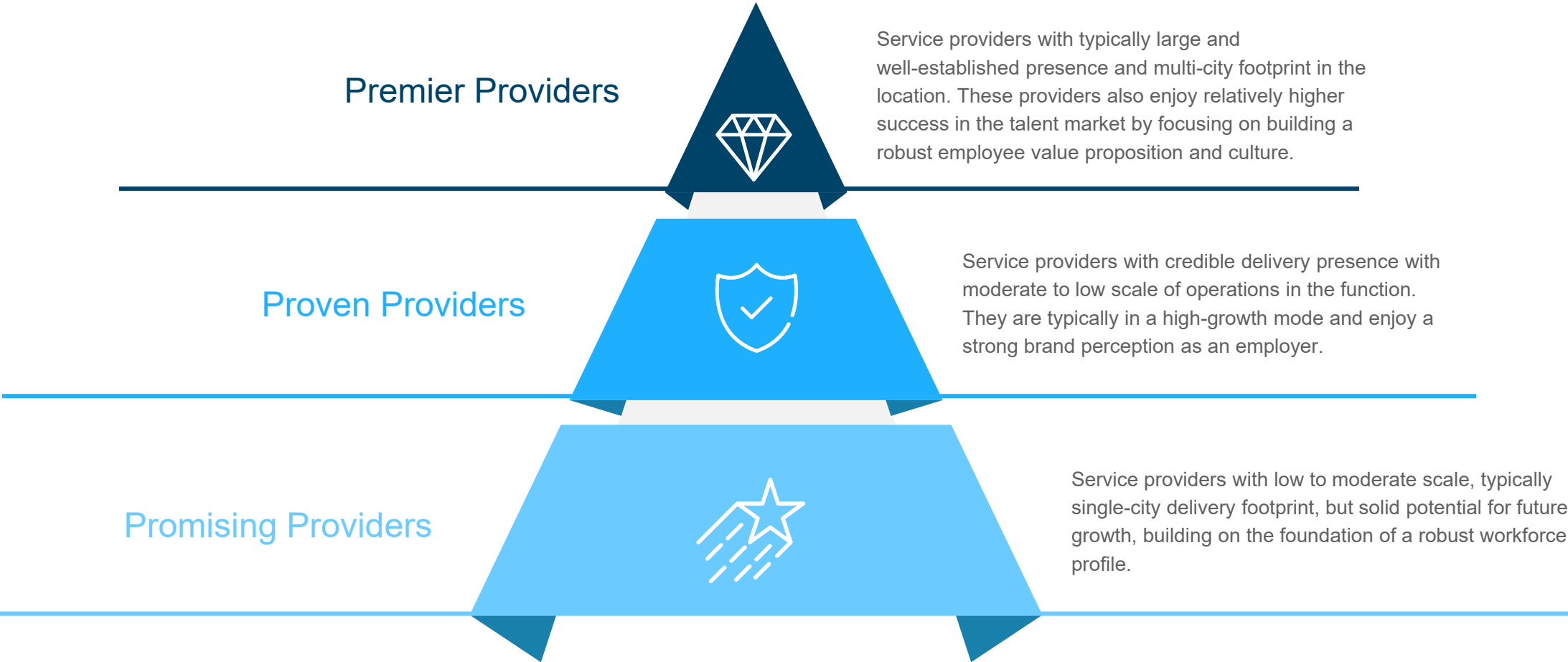
Measures quality and diversity of talent and providers' ability to retain talent

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

We leverage a combination of public sources, proprietary databases (e.g., center setups), information collected from providers and frameworks, and our own point of view based on interactions with market players to assess each provider.

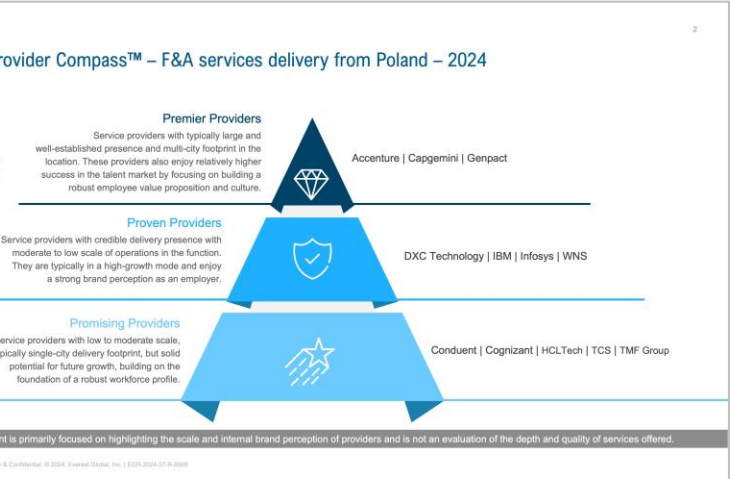
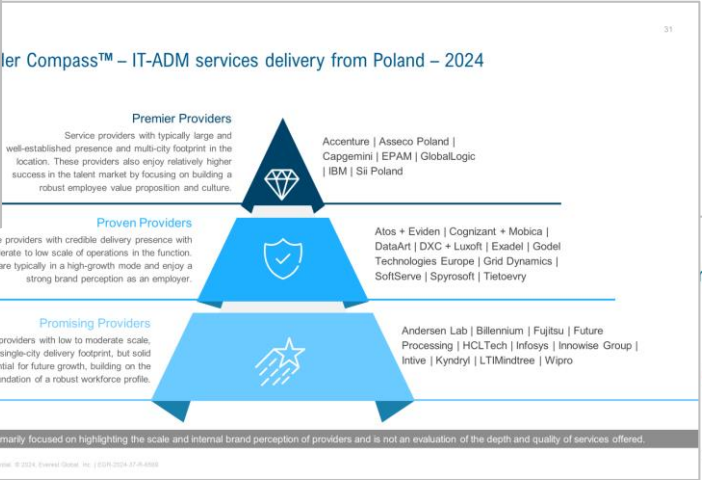
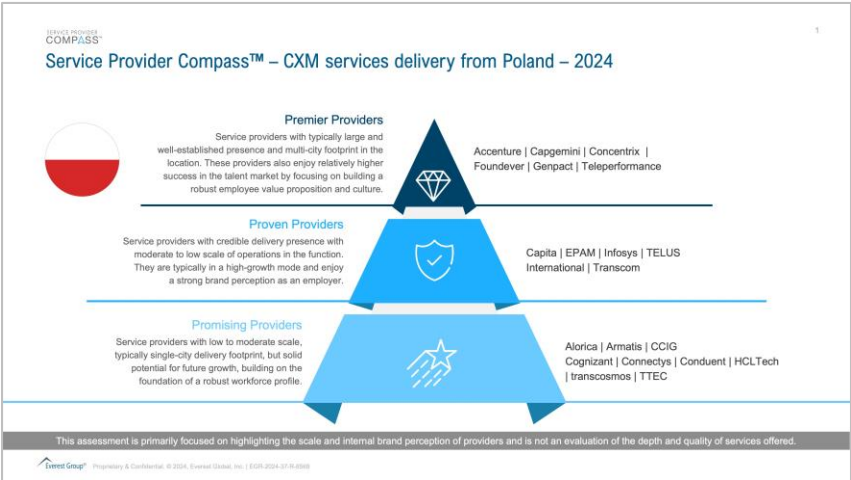
This assessment is primarily focused on highlighting the scale and internal brand perception of providers and is not an evaluation of the depth and quality of services offered.

# Everest Group’s Service Provider Compass™ framework



This assessment is primarily focused on highlighting the scale and internal brand perception of providers and is not an evaluation of the depth and quality of services offered.

# The Service Provider Compass™ – Global Services Delivery from Poland report has over 45 providers' assessment across 3 functions



# Research calendar

## Locations Insider™

	Published	Current release	Planned
Reports title	Release date		
Location Spotlight – Argentina			January 2024
Service Provider Compass™ – Global Services Delivery from Mexico			January 2024
Location Spotlight – Shenzhen, China			February 2024
Talent Demand Trends   India IT Services – H2 2023			February 2024
Location Spotlight – Riga, Latvia			March 2024
Harnessing Potential – Growth in Southeast Asia's Service Delivery Sector			March 2024
Location Spotlight – Ireland			March 2024
Location Spotlight – Vadodara, India			March 2024
Risk Watch 2024: Potential Repercussions of an Unpredictable World on Global Services Delivery			April 2024
Location Spotlight – El Salvador			May 2024
Global Locations State of the Market 2024 – Key Trends Shaping the Landscape			June 2024
Location Spotlight - Coimbatore, India			June 2024
Egypt's Value Proposition and Competitiveness for IT-BP-ER&D Services Delivery			June 2024
<a href="#">Service Provider Compass™ – Global Services Delivery from Poland</a>			July 2024
Philippines: A Sustainable Location for Global Services Delivery			Q3 2024
Location Spotlight – Tri city, Poland			Q3 2024

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