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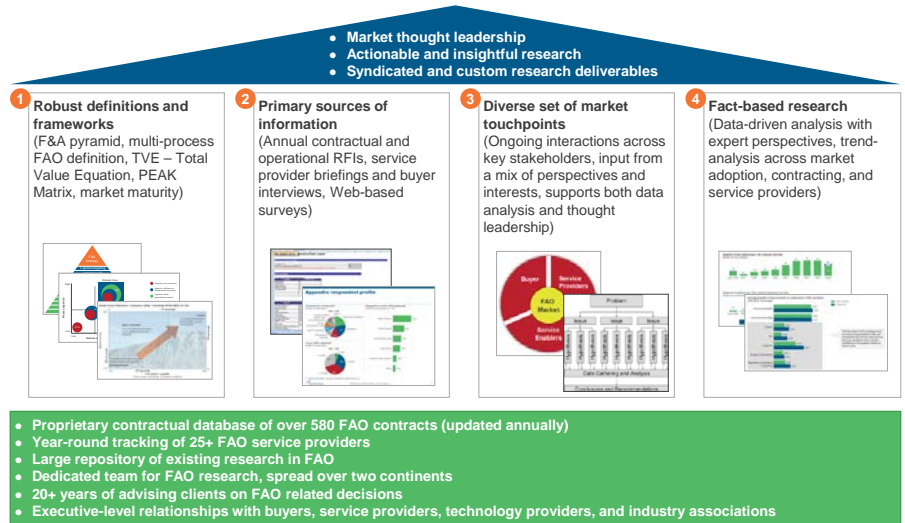
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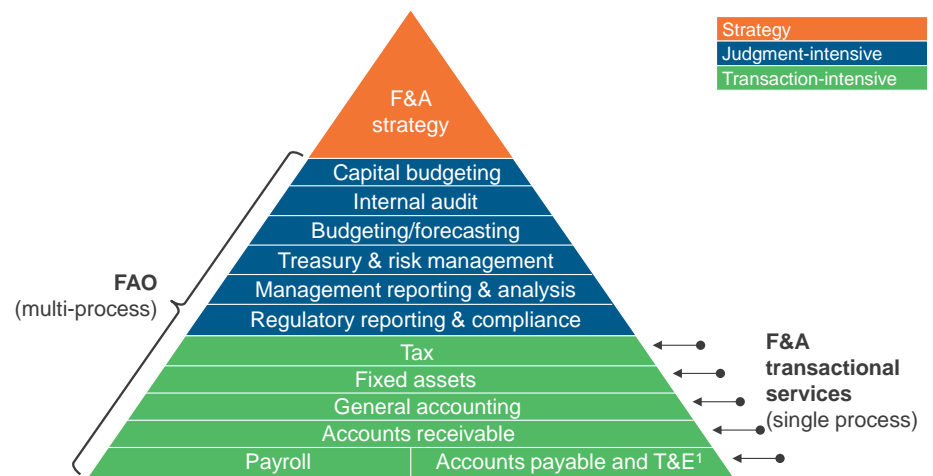
### Overview

Everest Group provides actionable insight and visionary research to buyers and service providers of Finance and Accounting Outsourcing (FAO). Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry. The resulting viewpoint offers our clients a research and market intelligence experience that addresses both tactical and strategic FAO issues. Key FAO service offerings include syndicated and custom research products.



### Scope of Research

Everest Group uses its FAO framework to create a clear and consistent dialogue about how companies tend to outsource F&A and their evolving requirements. Our analyses include comprehensive coverage of ~580 multi-process FAO contracts with a minimum of two F&A processes, over US\$1 million in Annualized Contract Value (ACV), and a minimum contract term of 3 years. We also analyze topical issues which are relevant to our customers such as technology, innovation, and offshoring.



### Unique Aspects of Everest Group

- Proprietary data collection methodologies support a fact-based viewpoint of FAO market developments
- Most detailed and complete FAO deal database with all multi-process FAO deals signed as of 2010
- Document formats designed to maximize reader usability of study findings
- Access to third party advisory insight on the “pulse” of the market

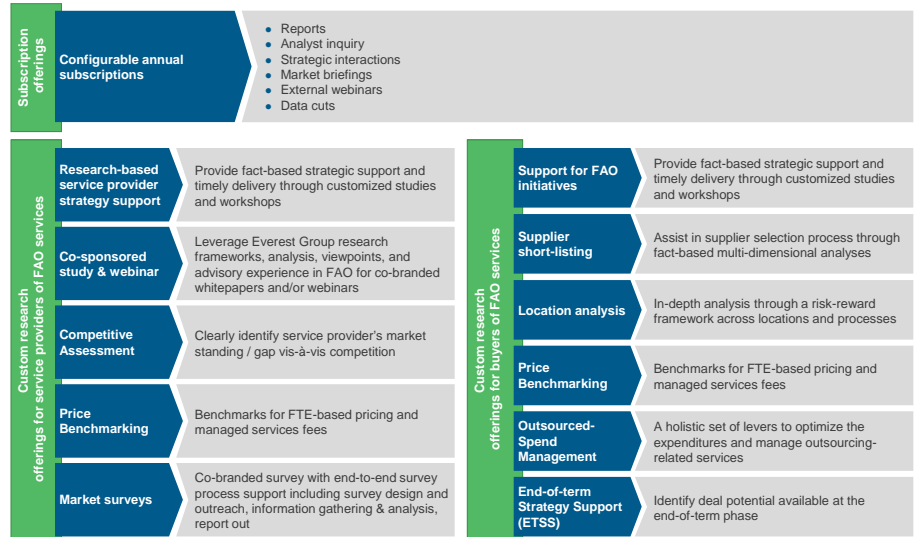
### Service Providers Covered

- Accenture
- Aditya Birla Minacs
- Capgemini
- Cognizant
- EXLService
- Genpact
- HCL
- HP
- IBM
- iGATE Patni
- Infosys BPO
- Intelenet Global Services
- KPIT Cummins
- RMS
- Steria
- Sutherland Global Services
- TCS
- VWA
- Wipro
- WNS
- Xerox-ACS

We continuously monitor the market and update the above list to include emerging service providers like Arvato, Consero, HOV, NCO, and Quattro

### Everest Group FAO research offerings

Everest Group offers a range of products and services geared to the needs of various stakeholders in the FAO market, including buyers, service providers, technology providers, and investors.



### Our Research

Everest Group focuses on providing a comprehensive view into the emerging trends of the FAO market. Examples of recent research reports:

- Global FAO Service Provider Landscape – Competitive Intensity Driving Innovation, May 2011
- India-to-India (I2I) General & Administrative Outsourcing (GAO) Market: A Phenomenon in the Making, May 2011
- Meter-to-cash BPO market for Utilities – market webinar, May 2011
- FAO Annual Report 2011 – FAO is Back!, March 2011
- Moving beyond Transactional FAO: The Rise of FP&A Outsourcing, December 2010
- Value Creation through FAO – Perspective of Mature Buyers, November 2010
- Is Transition Management in BPO Undergoing a Transition?, August 2010
- Technology Flavors in FAO – From Tools to Platforms, October 2009
- Things You Must Know Before Your FAO Contract Expires, July 2009

Our research agenda evolves with the dynamic FAO marketplace to provide the most relevant and insightful research to our customers. Planned research topics include:

- FAO service provider profile compendium, June 2011
- Top 5 emerging locations in FAO, July 2011
- Industry-specific FAO solutions, September 2011
- Process maturity models in FAO – Can it be a differentiators for Service Providers, November 2011