

Our Analysts

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Overview

Everest Group provides actionable insight and visionary research on a wide range of offshoring issues through its Global Sourcing practice (GS). Our global sourcing research covers multiple topics and issues of the global offshoring market.

Our Global Sourcing research team combines deep subject matter expertise with broad analytical skills and insight into the global sourcing market, all of which are based on years of experience working in the offshoring industry.

Focus of Research

Custom research support on Global Sourcing Strategy issues

We have deep experience in assisting companies with global sourcing strategy, competitive intelligence and global delivery maturity related issues. Examples of client work in the past year include:

- Assessment of global delivery best practices to assist the world's largest technology company in achieving a leadership position
- Designing and implementing the global sourcing and delivery charter for one of the largest US health insurance companies
- Organized a Financial Services Roundtable in New York during February 2011 on the evolution of global services in banking and non-banking financial services. The roundtable was attended by eight leading global financial services organizations
- Over the course of 2010, Everest Group conducted detailed working sessions with the enterprise global sourcing groups of seven leading financial institutions (including a top-5 US bank and two of the top-5 investment banks) to understand their global delivery strategies and develop a view of current practices and future trends. This effort culminated in a detailed report and follow-up working sessions to explain the findings of the study plus provide our quick assessment of each organization's current state and challenges moving forward

Custom research support for offshore captives

Our focus on the captive market covers multiple topics:

- Detailed fact-based analysis of the captive market and key trends (e.g., size, growth, adoption trends across verticals, functions)
- Evaluation of captive and third-party business models, including cost comparisons and sourcing model decision framework
- Captive set-up toolkit, comprising of selection of case studies, frame works, best practices, and methodologies tapping key issues like captive governance and operating model design
- Developing the strategic growth plan and value proposition for captives, including opportunities to deliver value beyond labor arbitrage
- Peer Intelligence on captives and benchmarking of operating metrics

We have a committed focus on research into global sourcing strategy and captives related issues through a team of eight analysts and proprietary captive databases that track captive market activity across multiple geographies (500+ captives in India, 500+ in other key geographies - Eastern Europe, SE Asia, Africa & Latin America).

Topics impacting Global Sourcing strategies

Our research covers a number of topical themes related to offshoring. These themes are selected based upon market developments and interest areas for buyers and service providers. Examples of topical themes include the sustainability of labor arbitrage, the evolution of the captive landscape, sourcing model trends, location insights into emerging countries and cities for offshore delivery, global sourcing governance and service provider management.

Unique Aspects of Everest Group

- Unparalleled focus on the offshoring market – including locations, business models, functions and industry verticals
- Dedicated focus on location optimization and captives
- Ability to customize research & provide client-specific best-fit solutions

Examples of our Global Sourcing custom research

- Development of a plan to better align the parent and captive organizations to enable greater value capture – Top 10 financial services institution
- Identification of potential partners to acquire a global shared services delivery footprint – Top 5 electronics manufacturer
- Development of roadmap for global resources optimization – leading global credit information group
- Preparation of captive set-up program blueprint and associate business case – Leading U.S. financial services organisation
- Identification of gaps in location portfolio and blueprint for portfolio optimization – Leading global travel technology company
- Benchmarking of India captive with other investment banking peers – Leading global investment bank
- Peer group company case studies on offshoring adoption in IT and customer service – Top 5 global energy company

Benefits of a Relationship with the Everest Group

Access to our Global Sourcing research and interaction with our analysts helps clients develop a better understanding of offshoring issues that are relevant to them. In addition, clients also gain from our insightful, fact-based support to help make critical offshoring decisions. Everest Group offers a range of products and services geared to the needs of its various Global Sourcing clients. Services and products offered include:

- Syndicated research on topical themes including market report and viewpoints
- Custom research projects, which are based on individual client needs
- Access to the knowledgeable analyst team
- Access to the Webinars we host on current topics

Our Research

Our Global Sourcing research focuses on a range of topics of interest to the all the relevant stakeholders in the global sourcing community. Examples of our published research include:

- Market Vista: Q1 2011, May 2011
- Market Vista: 2010 in Review, February 2011
- Role of Global Sourcing in FS BPO – Significant Traction, Yet Tremendous Potential, April 2011
- Europe's Global Sourcing Market: Trends, Growth and Prospects, November 2010
- India Captive Market Landscape: Challenging Common Myths and Charting Future Role, October 2010
- Global Sourcing 2.0 – Evolving Global Delivery Imperatives for Outsourcing Service Providers, July 2010
- Wipro's Fool's Day Acquisition of SAIC's Oil & Gas IT Business – The Energy Pill Wipro Needed?, April 2011
- Turmoil in Egypt and Tunisia: What's next for the Offshore Services Industry, February 2011
- Offshore Locations: Buyers' Perceptions and Plans for 2011-2012, August 2010
- No Sacred Cows: 10 Best Practices for Supplier Consolidation, July 2010
- The Growing Maturity of Offshore Research and Analytics in Financial Services, July 2010
- Outsourcing and Offshoring Trends in Consumer Electronics, January 2010

Our research agenda evolves as we incorporate data and insights on market trends, buyers' requirements, and service provider capabilities. Examples of planned research includes:

- Trends in offshore Knowledge Process Outsourcing (KPO)
- Outsourcing and Offshoring Trends in the Health care industry
- Industry reports on global sourcing adoption in key verticals – insurance, oil & gas, and healthcare