

Our Analysts

Rajesh Ranjan
 Research Director
rajesh.ranjan@everestgrp.com

Sayan Chatterjee
 Senior Research Analyst
sayan.chatterjee@everestgrp.com

Shruti Agrawal
 Research Analyst
shruti.agrawal@everestgrp.com

Headquarters

13455 Noel Road, Suite 2100
 Dallas, TX 75240
 Tel: +1-214-451-3110
 Fax: +1-214-451-3001

Other Locations

Ground Floor, Tower A
 Unitech Business Park
 South City - I, Gurgaon
 New Delhi National Capital Region
 India - 122001
 Tel: +91-124-496-1000
 Fax: +91-124-496-1050

150 E. 52nd Street, 16th floor
 New York, NY 10022
 Tel: +1-646-805-4000
 Fax: +1-646-805-4001

For More Information Contact:

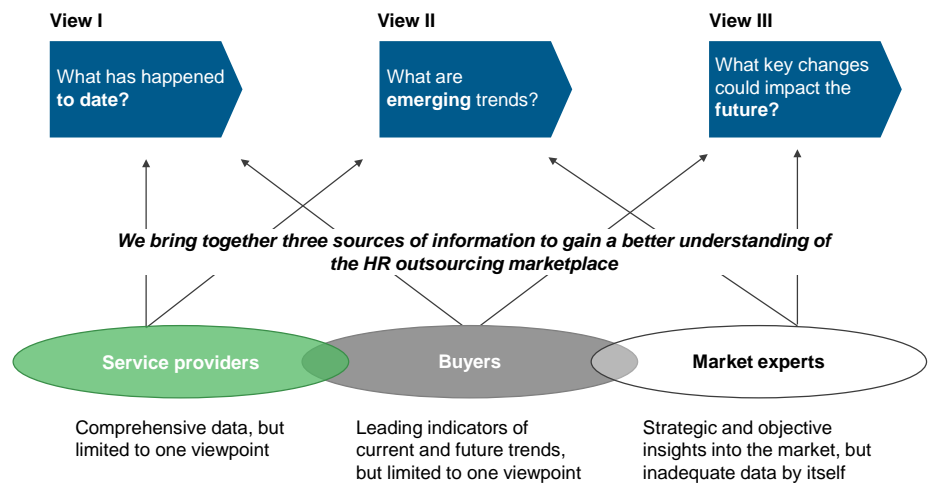
Everest Group
info@everestgrp.com
 +1-214-451-3110

Media inquiries
 North America and Europe
 Scott Tims
stims@thepointgroup.com
 +1-214-378-7970

Asia
 Varghese Cherian
varghese.cherian@edelman.com
 +91-124-4131-400 x 36

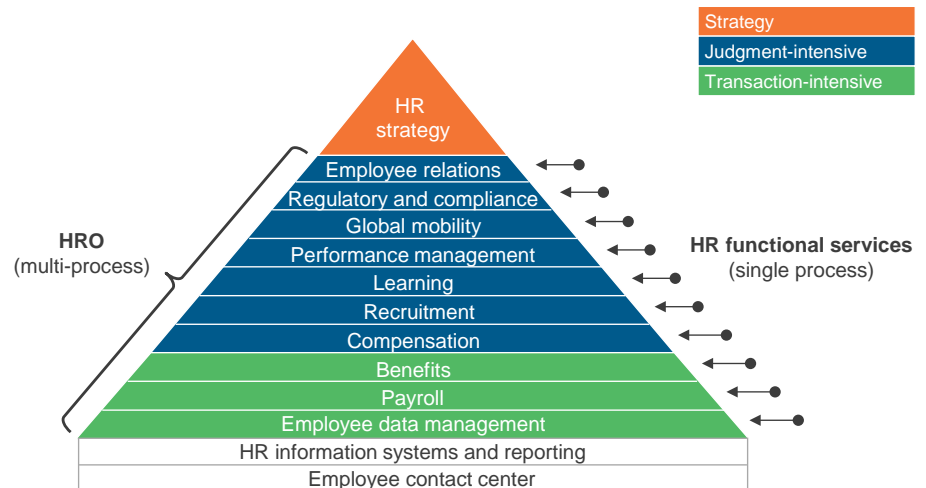
Overview

Everest Group provides actionable insight and visionary research to buyers and service providers of Human Resources Outsourcing (HRO). We analyze data and trends to understand the best delivery models, technology platforms and HRO solution bundles and make appropriate recommendations to our clients. Everest Group conducts primary research to identify changing buyer requirements and new market opportunities. Our HRO research team combines deep subject matter expertise based on years of experience working in the HRO industry with broad analytical skills and insight into the HRO market to understand how emerging trends will impact our clients. Through syndicated and custom research, along with individualized attention to and contact with each of our clients, Everest Group helps HRO buyers maximize their investment and attain their HRO goals and help service providers to offer the best products for the market.



Focus of Research

Everest Group focuses on both multi-process HRO (MPHRO - defined as including three or more HR processes and covering 3,000 or more employees) as well as single-process HRO (SPHRO). We research and analyze stand-alone SPHRO areas such as multi-country payroll outsourcing (MCPO), learning services outsourcing (LSO), recruitment process outsourcing (RPO) and benefits administration outsourcing areas among others. Our HRO framework creates a clear and consistent dialogue about how companies tend to outsource HR and their evolving requirements.



Unique Aspects of Everest Group

- Unparalleled focus on the HRO market – including service provider landscape, market size, and geographic and industry trends
- Most detailed and complete HRO deal database, with all multi-process HRO deals signed as of 2010 (annually updated)
- Expertise in single process outsourcing such as multi-country payroll, learning, and recruitment
- 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 (Multi-process HRO)

- Accenture
- ADP
- Aon Hewitt
- Capita
- Capgemini
- Caliber Point
- Ceridian
- Fidelity
- Genpact
- HCL
- IBM
- Infosys
- Logica
- Neeyamo
- NorthgateArinso
- TCS
- Wipro
- Xchanging
- Xerox-ACS

In addition to the multi-process HRO service providers, we also have an in-depth understanding of niche service providers in single process HRO areas such as MCPO, RPO, LSO, and benefits administration outsourcing

Benefits of a Relationship with the Everest Group

Everest Group specializes in the outsourcing market. This includes understanding the business models available, the role of technology in outsourcing, impact on the buyer organization, and the benefits and risks of outsourcing. As an expert in the outsourcing field, only Everest Group can offer a depth of insight and wealth of data on HRO. Access to our research and interaction with our thought leaders helps our clients to decide whether HR outsourcing is the right move for their organization, make better decisions about how to use HR outsourcing and which service provider to buy it from in order to deliver better HRO products and services.

Everest Group offers a range of products and services geared to the needs of various constituencies in the HRO market including buyers, service providers, and investors. Services and products offered include:

- Syndicated research available to all subscribers, including market updates, annual reports and whitepapers
- Custom research projects based on the needs of clients that include
 - Competitive benchmarking
 - Price benchmarking
 - Co-sponsored white paper and webinars
 - End of Term Support Services (ETSS)
 - Merger & Acquisition (M&A) and Partnership support
- Custom data cuts from existing research
- Access to the HRO analyst team
- Webinars on current HRO topics
- Strategy sessions focusing on the client’s goals and requirements
- Client event presentations

Our Research

Everest Group focuses on a range of HRO topics of interest to buyers, service providers, and investors in the HRO market. Examples of topics that we have researched include:

- Multi-process HRO (MPHRO) Service Provider Landscape and Capability Assessment, May 2011
- HRO annual report 2011 – The revival of multi-process HRO (MPHRO) market, March 2011
- Global Sourcing in BAO: Looking beyond the obvious, April 2011
- Global HRO service provider landscape and capability assessment, May 2011
- Recruitment Process Outsourcing (RPO) Annual Report 2010 - A Year of Rapid Growth and Intense Competition, November 2010
- Benefits Administration Outsourcing (BAO) – Resilient Demand, Dynamic Service Provider Landscape, July 2010
- BAO Service Provider Profile Compendium, July 2010

Our research agenda evolves as we incorporate insights on market trends, buyers’ requirements, and service provider capabilities. Planned research includes topics such as:

- HRO service provider profile compendium, June 2011
- Platform-based HRO: Understanding similarities and differences, July 2011
- Multi-country RPO, July 2011
- Benefits Administration Outsourcing (BAO) Annual Report, September 2011
- Benefits Administration Outsourcing (BAO) service provider profile compendium, November 2011