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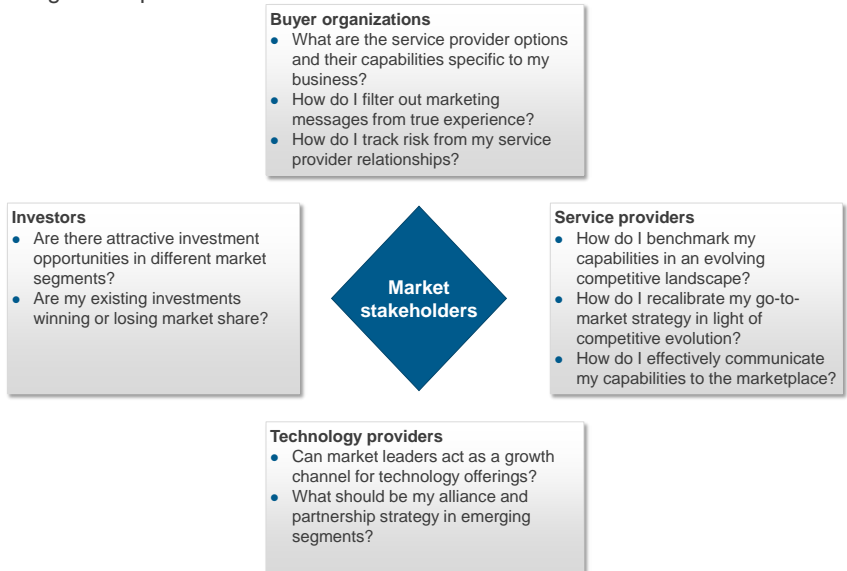
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### Overview

Everest Group's Service Provider Intelligence (SPI) practice is the leading source of information and actionable insights on outsourcing service providers. The SPI practice combines detailed primary and secondary research on service providers with knowledge derived from market interactions across the globe to develop deep expertise on a large number of service providers. Through a combination of published insights, tracking services, and targeted custom research initiatives, Everest's SPI research provides fact-based answers to questions for multiple stakeholders in the global sourcing marketplace.



### Focus of Research

The focus of the Service Provider Intelligence practice is to develop insightful views on outsourcing service providers – across industries, geographies, and service offerings. Recognizing the need for focused and actionable insights, Everest's SPI team targets specific "micro" segments of the marketplace by combining two or more of these dimensions (e.g., Applications Outsourcing in Banking, Healthcare ITO in North America). In addition to assessing segment-specific capabilities, we also assess relevant enterprise parameters such as financial stability, market reputation, service delivery locations, and client experience. These views then become valuable inputs into service provider assessments as buyers try to partner with the providers for their outsourcing requirements.

We derive our assessments and viewpoints exclusively from a fact-based analysis, which places a heavy demand upon us to effectively gather and organize large volumes of information. Comprehensive and carefully designed databases allow the SPI practice to accurately capture and analyze information coming in from many disparate sources. Information sources include regular briefings with service providers' management and operational leaders, primary information collection, secondary sources, and others. Examples of information captured include both quantitative data points such as company financials, outsourcing transactions, and delivery center network, as well as qualitative factors such as service providers' strategic direction, business development approach, and organizational culture characteristics.

The Service Provider Intelligence practice currently analyzes over 50 major service providers in detail, plus it regularly interacts with and tracks about 500 more. This pool includes all key global and offshore-centric outsourcing service providers, plus regional and niche providers in select segments.

Depending upon the needs of an organization, we can provide custom research that is highly tailored to specific client needs, published research, or a combination of services.

### Unique aspects of Everest Group

- Coverage of all major outsourcing service providers for ITO, BPO, and emerging areas
- Focus on specific “micro” segments of the market
- Strong relationships with most provider organizations, allowing wide access to information
- Unique and first-hand perspectives on service providers from Everest Group advisory engagements
- Comprehensive databases to gather, organize, and analyze service provider-related data

### Key functions covered

- IT Infrastructure
- IT Applications
- Contact centers
- Human Resources
- Finance and Accounting
- Procurement
- Knowledge services
- Engineering services

### Key industry verticals covered

- Banking
- Capital markets
- Insurance
- Healthcare
- Energy and utilities
- Manufacturing

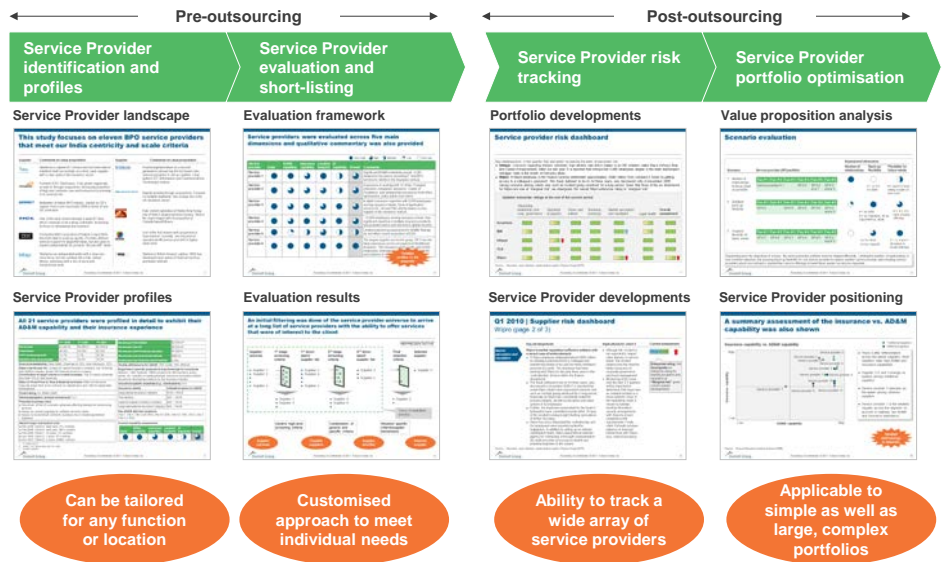
### Examples of Service Provider Intelligence Work

- Evaluation and prioritization of knowledge services providers – top 5 global pharmaceutical major
- Identification and prioritization of niche IT infrastructure majors in Eastern Europe – top 10 global insurance institution
- Identification of service providers with SAP capabilities in South East Asia – top 10 global energy company
- Evaluation and short-listing of IT applications services – UK-based insurance major
- Quarterly tracking of developments to monitor service provider portfolio risk – top 10 global energy company
- Multiple competitive intelligence engagements

### Benefits of a Relationship with the Everest Group

The SPI practice has a number of service offerings for buyers looking to learn more about potential service providers. The services are aimed at organizations at all stages of the sourcing lifecycle – right from service provider profiling and short-listing for pre-outsourcing buyers; to risk tracking and portfolio optimization for post-outsourcing buyers.

These service offerings, along with their brief descriptions and our capabilities to support them, are detailed in the chart below.



Across the service offerings and products, the key value proposition that Everest Group’s SPI practice brings to buyers is an unmatched understanding of service providers arising from our ability to access knowledge from a multitude of sources such as our ongoing tracking initiatives, Everest Group subject matter experts and direct access to a large pool of outsourcing providers. Together, these allow us to develop a holistic perspective on service providers and help buyers to optimally develop their outsourcing relationships.

In addition, the SPI practice has assisted service providers in the design and improvement of service offerings, articulation and communication of their value proposition, fine-tuning go-to-market strategy, achieving superior return on sales pursuits, and benchmarking capabilities with peer organizations.