

# Global Outsourcing



## Committed to Customers

For nearly a decade, hundreds of companies have voluntarily made a commitment to compete for best of breed, opting in to complete the rigorous process that can be expected when responding to top customers' RFPs.

Their submissions are independently evaluated and ranked by a panel of outsourcing experts and their peers on such criteria as: size and growth, customer experience, depth and breadth of competencies, and management and executive accomplishments.

## This is the Global Outsourcing 100 and World's Best Advisors.

"Being on the Global Outsourcing 100 list shows these organizations have a commitment to their customers," says IAOP Chairman Michael Corbett. "They believe in the community of outsourcing professionals, challenging themselves in committing to the continued improvement and growth of the industry."

For the second consecutive year, ISS was named the world's best outsourcing provider and Quint Wellington Redwood topped the list of leading advisors to the industry in the 2014 rankings. Ranked among the top 10 service providers, along with ISS, are, in order: (2) Accenture, (3) CBRE, (4) KellyOCG, (5) Colliers International, (6) HCL Technologies, (7) NCR Services, (8) Pactera (9) Capgemini and (10) CGI.

IAOP started the Global Outsourcing 100 program in 2005 to give the industry an independent resource to help companies compare providers and advisors using an objective methodology. In addition, IAOP produces more than 80 sub-lists by service area, industry served and geography that provide customers of outsourced services with an invaluable tool for selecting the right service provider.

This is the ninth provider list and sixth advisor ranking. Over the past years, the amount of sophistication and details in the applications have grown tremendously, just as can be expected when providers respond to customers' RFP, said Jag Dalal, COP, IAOP Chief Advisor Thought Leadership, chair of the panel.

An analysis of the last seven years showed that while the overall average revenue and employee count has not changed dramatically, the number of global locations for providers has increased significantly, according to Dalal. "This clearly shows that outsourcing is a global profession and IAOP's charter helps promote that," he said.

In addition, IAOP also found that providers and advisors are more focused on getting appropriate certifications and, as a result, the COP certification count has gone up dramatically over the same period.

Corbett said of the applicants: "They are investing in Certified Outsourcing Professionals (COPs) – adopting and sharing IAOP's high standards with the rest of the world."

**The 2015 Global Outsourcing 100 application process will officially open on Sept. 1, 2014. To receive communications about this or other information about the program, please contact Pam O'Dell at [pam.odell@iaop.org](mailto:pam.odell@iaop.org).**

**"It's a huge honor.** We've been following this for many years. It's a testimony to our ability to deliver customer value. In our business that only comes one way and that is because our employees have done a good job and that means they have been empowered and are purpose led. I know IAOP will check with our customers to know that they had good experiences and that we generated value. It's a testimony to everything we are doing that we call the 'ISS Way.'" – Jeff Gravenhorst, Group CEO ISS

# MEET THE JUDGES

## THE 2014 EVALUATION TEAM



JAGDISH DALAL, CHAIR, COP-GOV,  
PRESIDENT, JDALAL ASSOCIATES, LLC,  
CHIEF ADVISOR OF THOUGHT  
LEADERSHIP, IAOP

GREGORY DAWSON, PH.D., COP,  
ASSISTANT PROFESSOR OF  
INFORMATION SYSTEMS, W.P. CAREY  
SCHOOL OF BUSINESS, ARIZONA STATE  
UNIVERSITY



TERESA HARRIS, COP, GLOBAL  
SUPPLIER RELATIONSHIP MANAGER, GE

WILLIAM HEFLEY, PH.D., CDP, COP,  
CLINICAL ASSOCIATE PROFESSOR,  
KATZ GRADUATE SCHOOL OF BUSINESS  
AND COLLEGE OF BUSINESS  
ADMINISTRATION, UNIVERSITY OF  
PITTSBURGH, AND DIRECTOR, ITSQC, LLC.

SEAN HESTON, COP, SENIOR  
MANAGER, SUPPLIER PARTNERSHIPS &  
MANAGEMENT, SPRINT

CHERYL SEELY, COP, MANAGER,  
THOMSON REUTERS



VERA MARQUES, GLOBAL IT  
COMMERCIAL OPERATIONS LEADER,  
ROCHE

PAUL QUAGLIA, COP, VICE PRESIDENT,  
WMS GAMING



**"It is an important acknowledgment**  
that Quint is on track and seen by the market as a  
thought leader and best advisor on Sourcing and  
Sourcing Governance. It is an important step for  
the further globalization of Quint."

– Maurice Boon, CEO, Quint Wellington Redwood

**"We are very proud**  
of our continued strong  
performance on the IAOP  
ranking - the premier  
benchmark against which  
all outsourcing service  
providers are measured."

– Bill Concannon, CBRE's  
CEO of Global Corporate  
Services



"Participating with IAOP  
allows us to benchmark our  
approach to outsourcing  
and consulting, as well  
as innovation against  
industry standards."

– Teresa Carroll, Senior  
Vice President and  
General Manager, KellyOCG

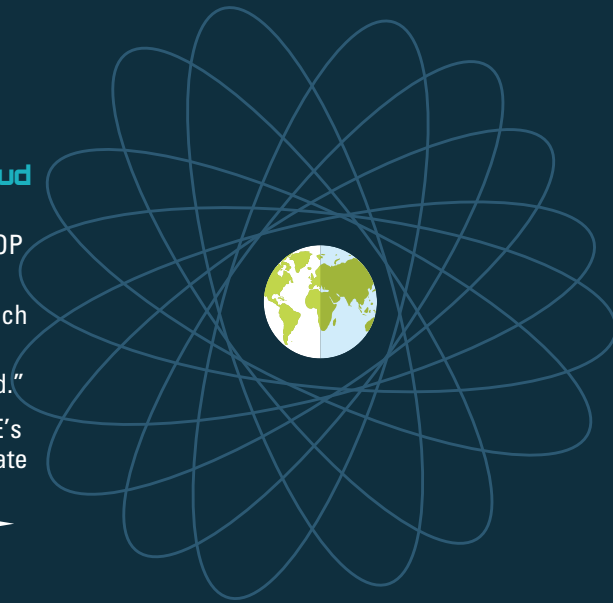
**"We are thrilled**  
to be acknowledged by  
IAOP as a top-five global  
outsourcer, a recognition  
rooted in our continued  
development of innovative  
strategies that better serve  
our corporate clients."

– Doug Frye, President  
and CEO of Colliers  
International



"IAOP continues to be  
the gold standard for  
sourcing industry  
recognition. This award  
is confirmation of our  
continued focus on  
customer value, the  
digital enterprise and the  
accelerating focus on  
delivering truly Global  
Business Services (GBS)."

– Kevin Parikh,  
Avasant CEO



## 2014 World's Best Outsourcing Advisors IAOP



**Demonstrated  
Competencies**



**Balanced  
Performance**



**Management  
Capabilities**



**Customer  
References**

- 1 QUINT WELLINGTON REDWOOD ☾
- 2 AVASANT 🌐
- 3 EY ☾
- 4 PWC 🌐
- 5 DELOITTE ☾
- 6 ALSBRIDGE ☾
- 7 KIRKLAND & ELLIS ☾
- 8 STRATEGY& ☾  
(FORMERLY BOOZ & COMPANY)
- 9 BAKER & MCKENZIE 🌐
- 10 BIRD & BIRD 🌐
- 11 OLSWANG 🌐
- 12 PILLSBURY WINTHROP  
SHAW PITTMAN 🌐
- 13 HUNTON & WILLIAMS 🌐
- 14 FOLEY & LARDNER 🌐
- 15 ELIX-IRR 🌐
- 16 PACE HARMON 🌐
- 17 ZINNOV MANAGEMENT  
CONSULTING 🌐
- 18 MAYER BROWN 🌐
- 19 MATRYZEL CONSULTING ★
- 20 THE HACKETT GROUP ☾

# Global 100 Outsourcing

## GO100 LEGEND:

-  Demonstrated Competencies
-  Management Capabilities
-  Balanced Performance
-  Customer References

**1 ISS** (

**2 ACCENTURE** (

**3 CBRE** (

**4 KELLY OUTSOURCING AND CONSULTING GROUP** (

**5 COLLIERS INTERNATIONAL** (

**6 HCL TECHNOLOGIES** (

**7 NCR SERVICES** \*

**8 PACTERA** \*

**9 CAPGEMINI** \*

**10 CGI** (

**11 CASSIDY TURLEY** \*

**12 FIRTSOURCE** (

**13 TRANSCOSMOS** (

**14 SITEL** \*

**15 SYKES ENTERPRISES** \*

**16 JONES LANG LASALLE** (

**17 SERCO GLOBAL SERVICES** \*

**18 LUXOFT** \*

**19 JOHNSON CONTROLS - GLOBAL WORKPLACE SOLUTIONS** (

**20 NEWMARK GRUBB KNIGHT FRANK** (

**21 TOWERS WATSON** \*

**22 L&T INFOTECH** (

**23 LEASEPLAN USA** (

**24 INSIGMA** (

**25 IBA GROUP** (

**26 SOFTSERVE** (

**27 QUATRRO** (

**28 INFOTECH ENTERPRISES** (

**29 EXL** (

**30 SWISS POST SOLUTIONS** (

**31 TVIT** (

**32 WICRESOFT** (

**33 MINDTREE** (

**34 CYBAGE SOFTWARE** (

**35 AEGIS** (

**36 SUTHERLAND GLOBAL SERVICES** (

**37 SOFTEK** (

**38 MAYKOR** (

**39 DATAMATICS GLOBAL SERVICES** (

**40 XCHANGING** (





# TIME TRAVEL

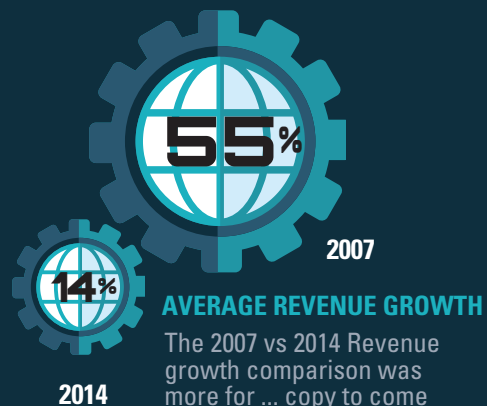
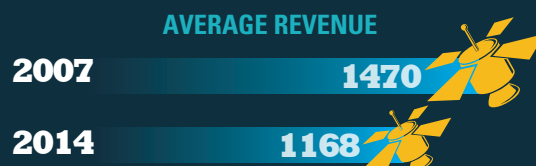
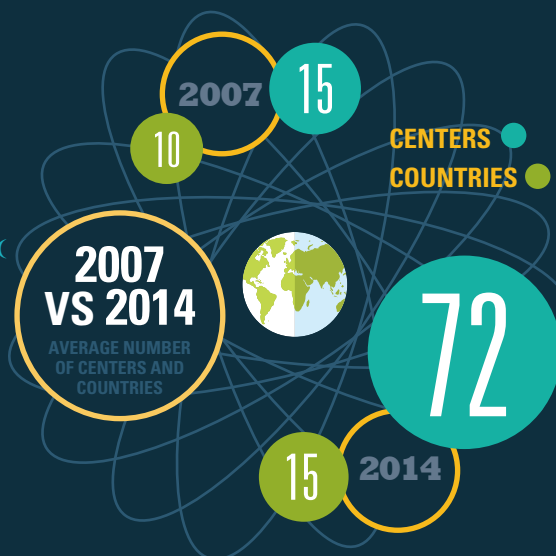
## BETWEEN: 2007 & 2014

- 51 EPAM Systems 🌐
- 52 WNS Global Services (
- 53 Unisys 🌐
- 54 Indecomm Global Services 🌐
- 55 Mphasis, an HP Company \*
- 56 Stefanini 🌐
- 57 FPT Software +
- 58 ChinaSoft International 🌐
- 59 CPA Global Group 🌐
- 60 Altisource +
- 61 Donlen (
- 62 Syntel 🌐
- 62 TELUS International 🌐
- 63 ITC Infotech \*
- 64 TeleTech 🌐
- 65 RR Donnelley Global Outsourcing 🌐
- 66 MERA (
- 67 NEORIS 🌐
- 68 Brookfield Global Relocation Services +
- 69 The Results Companies 🌐
- 70 Persistent Systems 🌐
- 71 Mastek \*
- 72 Emerio GlobeSoft
- 73 Aditya Birla Minacs 🌐
- 74 Inspur (
- 75 ARAMARK \*
- 75 Ness Technologies 🌐

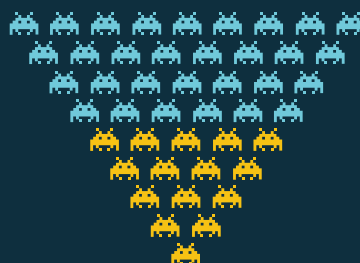
## RISING STARS

- 79 Itransition (
- 80 TEAM International Services (
- 81 Intetecs (
- 82 Miratech (
- 83 Softengi +
- 84 ReSource Pro 🌐
- 85 Prominente (
- 86 Oxagile +
- 87 Bleum 🌐
- 88 LegalBase (
- 89 Auriga (
- 90 ServisEngineBPO (
- 91 Harbinger Systems 🌐
- 92 Ajuba international (
- 93 Reksoft (
- 94 DATROSE 🌐
- 95 Clutch Group 🌐
- 96 QX 🌐
- 97 GP Solutions +
- 98 SaM Solutions 🌐
- 99 CrysTelCall 🌐
- 100 AGS Health +

1-78 = Leaders Judging Group (larger, more established firms)  
 79-100 = Rising Stars Judging Group (smaller, emerging companies)  
 NOTE: More Leader Group companies are represented on the final top 100 list due to multiple scoring ties.



## AVERAGE NUMBER OF EMPLOYEES



## AVERAGE EMPLOYEE GROWTH



- 41 AON HEWITT (
- 41 APTARA 🌐
- 42 CANON BUSINESS PROCESS SERVICES (
- 43 CONCENTRIX +
- 44 ISOFTSTONE +
- 45 TGESTIONA \*
- 46 CIENET INTERNATIONAL (
- 47 SPI GLOBAL \*
- 48 NEUSOFT 🌐
- 49 DIEBOLD INTEGRATED SERVICES® 🌐
- 50 HGS 🌐