

The 2020 Global Outsourcing 100®: IAOP's Annual Listing of the World's Best Outsourcing Service Providers and Advisors

As the global, standard-setting association and advocate for outsourcing professionals and the organizations they support, IAOP® annually produces The Global Outsourcing 100 – the annual listing of the world's best outsourcing service providers – in its fourteenth year, to help companies in their outsourcing decisions

Aspects of program elements for 2020 include:

1. Providers (Leaders and Rising Stars) and Advisors will all appear in a single listing. The World's Best Outsourcing Advisors list will be incorporated into the main list.
2. **An optional question is offered in order to recognize outstanding Strategic Partnerships (see end of Methodology for details).**
3. Continued focus on programs for innovation and corporate social responsibility (CSR) – areas customers tell us are increasingly central to their outsourcing decisions, with CSR added as a judging category for the advisors list
4. Identification of the best companies in each of four judging categories through distinguishing stars – making it easier to see in what areas each company on the list excels.
5. Super Star recognitions for companies attaining either or both the "All Star" list for receiving a star in all four judging categories, and "Sustained Excellence" list for companies achieving the top 100 or top 20 lists for 5 years or more.
6. Continuing with alphabetical, instead of ranked lists, making it both easier to find companies by name and to place greater emphasis on the excellence required to make the list and less on relative ranking between all of these fine companies.

Each company selected for inclusion on The Global Outsourcing 100 list will be recognized at IAOP's 2020 Outsourcing World Summit® in February and in a spring 2020 special advertising feature on outsourcing to appear in FORTUNE Magazine. The company's name, and website address will be published, and the best companies in each of four judging categories will be recognized and highlighted.

Additional sub-lists are published for service provider applicants throughout the year by IAOP through its various programs and each company that participates will receive a corporate recognition package suitable for use in their corporate offices and in their own print and electronic materials.

How Do Companies Participate

Companies of all sizes, from around the world and from across the entire outsourcing industry - information technology outsourcing, business process outsourcing, facility services, real estate, design, testing, manufacturing and logistics just to name a few – can apply for inclusion on these lists. *IAOP Membership IS NOT REQUIRED nor is it considered in compiling the final lists.*

To help ensure participation by a broad cross-section of the industry, The Global Outsourcing 100 list includes larger established global firms, referred to as 'Leaders,' smaller, faster growing firms with less than \$50 million per year in revenue and/or fewer than 5,000 employees, referred to as 'Rising Stars,' as well as 'Advisors,' regardless of size. Companies are first organized by Leader, Rising Star or Advisor criteria, and then evaluated based on the four judging categories. The final list is composed of the top scoring companies regardless of type.

However, **participation on the lists is opt-in** and only companies that apply are considered for the lists. Scoring and inclusion is based *solely* on the information provided in the application (with minor additional fact-checking by the judges' committee if deemed necessary).

How the Global Outsourcing 100 Lists are Judged

The on-line application mirrors that employed by top customers when considering potential outsourcing service providers and advisors. For 2020 four areas are being considered and judged:

1. **Customer References** as demonstrated through value being created at the company's top customers
2. **Awards & Certifications** as demonstrated through the value being created through industry recognition, and relevant organizational and individual professional certifications
3. **Programs for Innovation** as demonstrated through specific programs and resulting outcomes that produce new forms of value for customers
4. **Corporate Social Responsibility (CSR)** as shown through corporate programs and outcomes that address such topics as community involvement and development, labor practices, human rights, fair operating practices, environmental impacts, consumer issues, and organizational governance

Judging is based on a rigorous scoring methodology that includes an independent review by an independent panel of IAOP customer and academic members with extensive experience in selecting outsourcing service providers and advisors for their organizations.

The aggregate scores from the areas above determine inclusion on the lists. All companies included on the list will have demonstrated their global excellence; "stars" will be awarded for all companies distinguishing themselves in one or more judging categories. For complete details on how the applications will be judged and scored, please refer to the 2020 Global Outsourcing 100 Process & Scoring Methodology document which is a download from the IAOP website and the applications.

How Feedback is Provided

The alphabetical lists will be unveiled at OWS2.0 held February 17-19, 2020 in Orlando, Florida. All participating companies are notified at that time if they made the main lists or not, and which judging group they are in (Leader or Rising Star) for providers. The lists showcasing the best companies in each of the five judging categories are released in the 2020 FORTUNE spring issue in a special advertising section. At that time, IAOP will publish the Global Outsourcing 100 lists with the best companies in each of the five judging categories recognized, and all of the additional distinguishing lists, on its website at www.IAOP.org. The lists will remain as permanent references in IAOP's Firmbuilder.com®.

In mid-March, IAOP provides each applicant company with feedback in the form of a company profile showing: 1) how it scored in each of the four judging categories of the application. 2) Companies that distinguished themselves in one or more categories being further recognized with "stars"; 3) inclusion on additional industry distinguishing lists. The company profile offers valuable feedback from world-renowned independent judges that can be used as a marketing tool, as well as an indication of distinguished quality and achievement. All applicant companies will receive a certificate acknowledging their inclusion on the main lists, any recognition as best company in any or all of the five judging categories, and inclusion in additional distinguishing lists.

How Value is Achieved by Participating

Leading outsource service providers have leveraged the marketing power of The Global Outsourcing 100 lists by using them in corporate communications such as internal newsletters and blogs, e-mail signatures, brochures and advertisements. Winners' press releases and outsourcing industry blogs surrounding inclusion on the list return over 1.1 million Google hits. A Google search of "outsourcing lists" places The Global Outsourcing 100 third out of almost 6 million search results.

IAOP initially announces and promotes the lists at its annual Outsourcing World Summit in February. The lists showcasing the best companies in each of the four judging categories premiere in a special 2020 issue of FORTUNE® magazine. The Global Outsourcing 100 lists are promoted throughout the year on The Global Outsourcing 100 page of IAOP's website.

IAOP promotes the companies on the lists and sub-lists to our members through the PULSE blog, social media and regular communications such as the IAOP Calendar of Events, a full feature article in IAOP's official publication, PULSE magazine and permanently includes them in IAOP's PULSE Central. The lists are promoted by IAOP through press releases on major newswires.

Some Key Points

- Applications submitted to IAOP are totally opt-in by the service provider or advisor company. Companies must apply annually to be considered.
- The application process for 2020 lists opens on September 1 and runs through November 1, 2019 at www.IAOP.org/GO100.
- The lists and sub-lists will be developed based on all online applications completed and locked by 11:59 pm EST on November 1, 2019 at www.IAOP.org/GO100.
- The companies selected will be from across the outsourcing industry.
- Companies of every size may participate. The service provider list includes both larger established global firms, referred to as "Leaders" as well as smaller, faster growing firms with less than \$50 million per year in revenue and/or fewer than 5,000 employees, referred to as "Rising Stars".
- In addition to the spring special advertising feature, IAOP may use both the main lists and sub-lists in its publications.
- The top 100 company names will be revealed in alphabetical order at OWS2.0 in February, 2020. However, the lists showcasing the best companies in each of the five judging categories will not be unveiled until they are released in a special section in the 2020 issue of FORTUNE magazine.
- In mid-March, each applicant will receive a summary of the judges' scoring and recognition as distinguished best company in any or all of the five judging categories providing valuable feedback.
- There is no cost beyond a nominal \$499 processing fee for applying and, if selected, being included on the list published in FORTUNE. The fee is waived for IAOP Corporate Members. Applications are open to any and all service providers or advisors; IAOP membership is not required.
- All companies included on the list will have demonstrated their global excellence; "stars" will be awarded for all companies distinguishing themselves in one or more judging categories.
- The Global Outsourcing 100 lists and sub-lists are created by an independent panel of judges organized by IAOP using applicant provided data, customer feedback and independent analysis.
- All information provided is strictly confidential and gathered for the sole purpose of scoring the application. It will not be published without prior permission nor will it be shared with any individual not directly involved in producing The Global Outsourcing 100. All independent judges are required to sign a non-disclosure agreement.
- Membership in IAOP is not required for companies to apply.

Frequently Asked Questions

IAOP's Annual Listing of the World's Best Outsourcing Service Providers and Advisors

1. Who is eligible to apply for The Global Outsourcing 100®?

Companies of all sizes that provide outsourcing services may apply; IAOP membership is not required.

The lists are completely opt-in, and companies must apply each year to be considered. The final lists will be composed of both today's known leaders and tomorrow's "rising stars" as well as advisors of all size. The evaluation criteria are weighted to ensure that small to mid-size companies have as much of a chance to be selected as a large recognized name.

2. How will company size and growth be factored into the evaluation?

Size and Growth is just one of the four judging categories used to determine which companies are included on the final lists. Each category is made up of one or more questions. Each question receives a score from 0 (low) to 8 (high) based on the criteria described for that question, and then each score is weighted based on its relative importance.

3. What size companies make up the lists?

The Global Outsourcing 100 for service providers includes both larger established global firms, referred to as “Leaders” as well as smaller, faster growing firms with less than \$50 million per year in revenue and/or fewer than 5,000 employees, referred to as “Rising Stars”. The final list is composed of the top 75 Leaders and top 25 Rising Stars. Companies are first organized by Leader or Rising Star criteria, and then evaluated based on the five judging categories. The final list is composed of the top 75 Leaders and top 25 Rising Stars. All advisors, regardless of size, are listed on a single list of the World’s Best Outsourcing Advisors.

4. What does the application process entail?

The application process for both The Global Outsourcing 100 and the World’s Best Outsourcing Advisors mirrors the customers’ request for proposal (RFP) process in many ways. The on-line application is composed of three required parts: Company Information, Company Profile and Evaluation Criteria. The first asks for basic contact and company information. The second allows companies to select their top services provided, industries served and regions where they provide services and these answers are used to qualify them for sublists. The third part, Evaluation Criteria, includes numerous questions broken into four judging categories — Customer References, Awards & Certifications, Programs for Innovation, and Corporate Social Responsibility. You have the opportunity to submit supporting documents. Here you will have an opportunity to show how your company excels and explain why you deserve to be included as one of the best service providers in the world.

5. How long do I have to complete the application process?

The application process opens September 1, 2019 and all applications must be completed and locked by 11:59 pm EST on November 1, 2019. After applications are “locked” and the completion deadline passed, companies will no longer be able to access their application.

6. Where do I fill out the application?

All IAOP Corporate Member Provider/Advisor Companies

- a. Regardless of whether or not you have applied for the Global Outsourcing 100 in the past, on September 1, all Corporate Member companies will have a complimentary new application for 2017 set up in My IAOP. You will not need to open an application; you merely will activate, complete and submit the application already set up for you.
- b. Your company’s designated lead executive, lead administrator, and the person in your organization who owns the login rights to the prior year’s Global Outsourcing 100 application will all automatically have the complimentary 2020 application accessible to them. The lead executive may assign rights to access the application to any member of the company he/she chooses to delegate.
- c. Go to www.iaop.org and at the top of the homepage, click the “Member Login” tab.
- d. After you have logged in, click on the “My IAOP” tab.
- e. Under “My Activities” you will see “Participate in an IAOP Awards Program,” and a link saying “My Application.”
- f. To activate the application, click the link to open a page that will allow you to set the type of application you would like to open. Using the drop down menu, select either “Provider” or “Advisor” to open a new application under that category.

Companies that are not Corporate Members of IAOP, who have applied for the Global Outsourcing 100 in ANY prior year:

- a. This application method should **not** be used by IAOP Corporate Member companies.
- b. The main user profile person (who owned the login rights) for any previous Global Outsourcing 100 application will go to www.iaop.org and at the top of the homepage, click the “Member Login” tab.
- c. If you are a Professional Member or Associate Member of IAOP, log in with your IAOP user name and password. If you don’t know your company Global Outsourcing 100 username and password, contact Michael Forbes, the program administrator, at mike.forbes@iaop.org.
- d. After you have logged in, click on the “My IAOP” tab.
- e. Under “My Activities” you will see “Participate in an IAOP Awards Program,” and a link to either “Apply Provider” or “Apply Advisor.” Click the appropriate category to access your Global Outsourcing 100 account, pay the non-refundable \$499 processing fee by credit card and open a new application.
- f. After that, you may access your application by visiting and logging in at www.iaop.org, and clicking on the “My IAOP” tab. Under “My Activities” you will see “Participate in an IAOP Awards Program,” which contains the “My Application” link.
- g. Applying for a new application through My IAOP using the steps above will allow you to view any prior years’ applications once you open the new one.

Companies that are not Corporate Members of IAOP, who have NEVER applied for the Global Outsourcing 100 in ANY prior year:

- a. This application method should **not** be used by IAOP corporate member companies.
- b. Go to www.IAOP.org/GO100.
- c. Choose either the “Apply Provider” or “Apply Advisor” link, depending on your company category.
- d. If you are an Associate (complimentary) or Professional Member of IAOP already, log in with your IAOP username and password to continue. Otherwise, you will be prompted to create a membership login to continue either at the complimentary Associate or Professional level.
- e. Once you are logged in, complete the form, pay the non-refundable \$499 processing fee by credit card and open a new application.
- f. After that, you may access your application by logging in at www.IAOP.org and going to the “My IAOP” tab. Under “My Activities” you will see “Participate in an IAOP Awards Program,” which contains the “My Application” link.

7. What information does IAOP use to create the lists?

The 2020 Global Outsourcing 100 are completely opt-in listings of the world’s best outsourcing providers and advisors. Companies must apply within the guidelines set by IAOP to be considered for inclusion. Only information provided by the applicant company on the application will be considered by the judging panel. A new application is required to be completed each year in order to be considered for that year’s listings. All service providers and advisory companies may apply and membership in IAOP is not required for application or judging.

8. Do I have to complete the entire application at one time?

No. You will create a login name and password that allows you to save your work and return at any time. Please keep in mind, however, that the application must be complete and LOCKED by 11:59 pm EST November 1, 2019 to be considered. Once the deadline has passed, companies will not be able to access their online application, and it’s advised that you make a copy for your own records.

9. Do I have to fill out a new application if my company applied last year?

Yes. However, prior year applicants should use the instructions in #6 to create a new application through their existing account through My IAOP, so that they are able to access prior year applications for references. If the contact person changes from year to year, you should contact the IAOP administrator for instructions on how to open a new application and be able to access prior year applications.

10. Are there alternative methods of payment? Will I get a receipt?

Payments may be made securely online by credit card or via phone by calling +1.845.452.0600 ext. 100 or emailing nikki.dembicki@iaop.org. Wire transfer also is acceptable; however, you may not begin your application until payment is received. Please call the above number for bank details. Once you have submitted your payment, a confirmation email will be sent to the email address you provide.

11. My company is an IAOP Corporate Member. How do I bypass fee payment?

Please see detailed instructions in #6 to open an application for 2019. If you need further assistance, please contact administrator@globaloutsourcing100.com.

12. Will the information provided be kept confidential?

The information provided, is strictly confidential and gathered for the sole purpose of scoring your application. It will not be published without prior permission nor will it be shared with any individual not directly involved in producing The Global Outsourcing 100. All independent judges are required to sign a non-disclosure agreement.

13. What additional distinguishing lists are being created?

Additional distinguishing lists will be created and will be based on information provided in the company profile section of your application. “Super Star” companies who have stars in all four judging categories and/or have been on the list for five years or more will be highlighted. These lists will be used throughout 2020 in IAOP publications, and in IAOP’s Knowledge Center, PULSE Central.

14. When will my company receive feedback and what will I receive?

The alphabetical lists will be unveiled at OWS2.0 held February 17-19 2020 in Orlando, Florida. All participating companies are notified at that time if they made the main lists or not, and if they are considered as ‘Leader’ or ‘Rising Star’ for providers. The lists showcasing the best companies in each of the four judging categories are

released in the 2020 Fortune 500 issue in a special advertising section. At that time, IAOP will publish the Global Outsourcing 100 lists with distinguishing categories recognized, and all of the additional distinguishing lists on its website at www.iaop.org.

IAOP provides each applicant company with feedback in the form of a company profile showing: 1) how it scored in each of the four judging categories of the application. 2) Companies that distinguished themselves in one or more categories being further recognized with "stars," 3) inclusion on additional distinguishing lists. The company profile offers valuable feedback from world-renowned independent judges that can be used as a marketing tool, as well as an indication of distinguished quality and achievement. All applicant companies will receive a certificate acknowledging their inclusion on the main lists, any recognition as best company in any or all of the five judging categories, and inclusion in additional distinguishing lists.

15. Are there guidelines for publicizing my company's recognition?

All companies listed on The Global Outsourcing 100 will receive a communication package with complete details on how they may use the list recognitions in corporate communications, signatures, press releases and other marketing materials. The 2020 Global Outsourcing 100 logos in different formats, boilerplate quotes and other information will be provided in each kit, along with the contact information for IAOP's communications and PR staff. Logos from prior years will expire at this time, and may no longer be used.

16. How have other companies used the list in marketing their services?

Leading outsource service providers have leveraged the marketing power of The Global Outsourcing 100 lists by using them in corporate communications such as internal newsletters and blogs, e-mail signatures, social media and brochures. Winners' press releases and outsourcing industry blogs surrounding inclusion on the list return over 1.1 million Google hits.

17. How does IAOP promote Global Outsourcing 100 winners?

IAOP initially announces and promotes the alphabetical lists at the annual Outsourcing World Summit in February and the lists featuring the best companies in each of the five judging categories premiere in a 2020 issue of FORTUNE in a special advertising section on outsourcing. The Global Outsourcing 100 lists and additional distinguishing lists are promoted throughout the year on The Global Outsourcing 100 page of IAOP's website. IAOP promotes the companies on the lists to our members through social media and regular communications such as IAOP's Calendar of Events and "PULSE," and references them in Firmbuilder.com. The lists are promoted by IAOP through press releases on major newswires globally.

18. What are companies saying about the program, and why do they apply?

"In today's economy, it is imperative for companies to be able to easily qualify and select a technology partner from the vast pool of service providers. Unlike other rankings, the Global Outsourcing 100 emphasizes organizational expertise and demonstrated capabilities, making it a great tool that enables enterprises to identify proven leaders and rising stars. Syntel appreciates the recognition we have received from IAOP in the past and we continuously strive to enhance our abilities to offer compelling value to our clients." Prashant Ranade, CEO, Syntel Inc.

"IAOP has consistently been viewed as the "only" industry organization with global standards of performance excellence. Further, attestation of an advisory firm's capabilities in the sourcing space, alongside the best is always a powerful testament to experience, globalized practices and value-orientation. Our commitment to IAOP and the standards remains firm in both our visibility and business practices we deploy each day." Bobby Varanasi | COP, COP-GOV, COOPM, Chairman & CEO Matryzel Consulting.

For more information on The Global Outsourcing 100 please visit IAOP: The Global Outsourcing 100 or contact the program administrator, Michael Forbes, at mike.forbes@iaop.org.

To learn more about IAOP visit www.iaop.org.