

Everest Research Institute

Fact Sheet



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Overview

Everest Research Institute (www.everestresearchinstitute.com) serves as a central source of independent and objective strategic intelligence, analysis, and actionable insight for leading corporations, service providers, technology providers and investors in the global outsourcing and offshoring marketplace. The Institute addresses both business process and information technology sourcing topics, providing the global outsourcing and offshoring community with information that empowers highly productive, sustainable sourcing strategies and relationships.

The Institute's distinguished Board of Advisors oversees the Institute's research agenda to ensure that it fully supports the business needs of the outsourcing and offshoring communities. Everest Research Institute clients receive access to unparalleled analytical and advisory services, including access to Everest analysts, detailed reports and white papers on outsourcing and offshoring topics, and webinars designed to provide insight and information about important market trends. The Institute's wealth of knowledge and experience provides clients with unique perspectives into today's marketplace and the competitive edge required to take advantage of emerging opportunities.

Everest Research Institute is the research arm of the Everest Group (www.everestgrp.com), a global consulting firm that assists corporations in developing and implementing leading-edge sourcing strategies. Since 1991, Everest Group has served as the trusted business advisor on hundreds of IT and business process outsourcing transactions worldwide.

Published Research

The Institute publishes reports and white papers on Business Process Outsourcing (BPO), Information Technology Outsourcing (ITO), and offshore topics that are available to subscribers of the Institute's service lines. Subscribers also can speak directly to the Institute's industry-leading analysts to receive additional detail on our research. Analyst working sessions are available for those wishing to further tap into the deep insight and experience of the Institute's analysts.

Syndicated Research service line offerings include:

- Finance & Accounting Outsourcing (FAO)
- Human Resources Outsourcing (HRO)
- Information Technology Outsourcing (ITO)
- Procurement Outsourcing (PO)
- Global Sourcing (e.g., new capabilities, captives, emerging geographies)

The Institute's quantitative and qualitative research is noted for its rigorous and fact-based approach, including detailed analyses of outsourcing contracts and offshore labor markets. In addition to detailed analyses and overviews of supplier capabilities and market share, research programs typically include detailed insights on geographic, industry, and technical trends.

Quick Facts

- Research subsidiary of Everest Group, a leading outsourcing and offshoring consulting firm
- Established in February 2005
- 20+ full-time research analysts
- Only research firm focused solely on BPO, ITO, and offshoring topics

Our Proprietary Data and Research

- Outsourcing transactions: information on publicly announced outsourcing transactions
- Emerging markets: analysis of a comprehensive set of multi-function HRO, FAO, or Procurement outsourcing transactions
- Location data: cost and risk data for over 125 cities providing global services
- Offshore captive database: analysis of captive locations and services
- Other offerings focused on outsourcing and offshoring topics

Custom Research Capabilities

The Institute provides custom research on a range of topics related to BPO, ITO, and offshore topics. Custom research is provided to corporate buyers, service providers, technology providers, and investors to meet their unique needs.

In addition to research related to the Institute's syndicated service lines, our unique custom research capabilities include:

- Location optimization: a distinctive capability to assess and prioritize global locations for offshore delivery. Includes a rigorous, fact-based methodology that evaluates the costs and risks specific to a situation. Analyses are conducted at the city level and specific to the skill profiles required for the services
- Supplier profiling and identification: a capability to assist buyers in developing a short-list of potential suppliers of outsourcing services. Specialization is a focus on niche geographies and capabilities not commonly available through the top 50 suppliers

Examples of custom research efforts include:

- Assessment of relative costs of different locations to determine strategy for choosing between an offshore captive versus third-party outsourcing – **Top 5 global energy company**
- Analysis of 100+ potential global BPO & ITO service delivery cities across Eastern Europe, Latin America, Asia, and North America – **Top 5 global outsourcing supplier**
- Identification of potential BPO and ITO markets within which to expand services – **Top 50 offshore supplier**
- Identification of potential partners to acquire a global shared services delivery footprint – **Top 5 electronics manufacturer**
- Assessment of opportunity to locate delivery centers in Tier 2/3 cities in India – **Top 5 global outsourcing supplier**
- Identification and prioritization of niche infrastructure suppliers in Eastern Europe – **Top 10 global insurance institution**

Research Analysts

The Institute's research is developed by industry-leading analysts who are also frequent commentators and speakers in their areas of expertise. Analysts are responsible for crafting the research agenda for their service line in a manner that provides fact-based analyses and insight into emerging trends.

The Institute's analysts have been featured in magazines and newspapers such as *The Wall Street Journal*, *Financial Times*, *New York Times*, *CIO*, *Hindustan Times*, *Economics Time of India*, *HR Executive*, *Global Services*, *HRO Today*, *HRO Europe*, *FAO Today*, and other leading publications.