

Procurement Outsourcing (PO) Fact Sheet

Overview of Research Capabilities and Services



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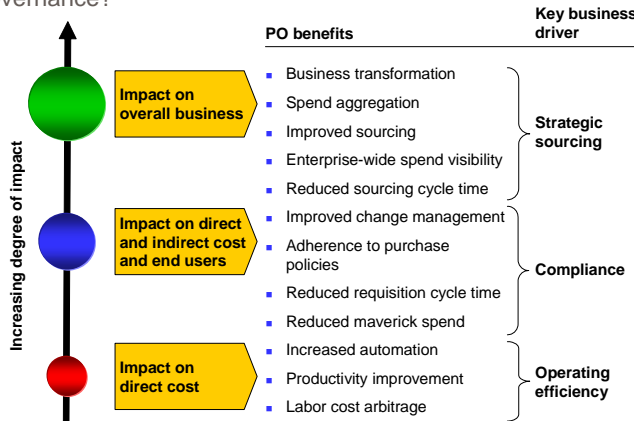
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Overview

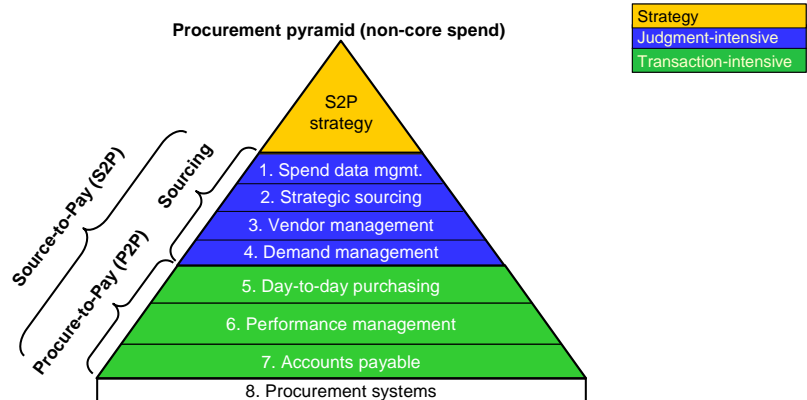
Everest Research Institute provides actionable insight and visionary research to buyers and suppliers of Procurement Outsourcing (PO). Our approach combines data-rich market insight with deep subject matter expertise in both procurement processes and the global Business Process Outsourcing marketplace. The resulting viewpoint offers our clients a research and market intelligence experience that addresses both tactical and strategic PO issues. Key PO service offerings include syndicated and custom research products. Our subscribers have the opportunity to customize their interaction with the Institute to best service their unique needs. The Institute provides critical decision support to answer key questions:

- How are deals changing and how does it apply to my organization?
- How are suppliers meeting the evolving needs of the marketplace?
- What are buyer expectations and how are these changing?
- What are the latest developments in PO technology, global sourcing, and governance?



Focus of Research

Everest Research Institute uses its PO framework to create a clear and consistent dialogue about how companies tend to outsource procurement and their evolving requirements. Our analyses include comprehensive coverage of 150+ multi-process PO contracts involving outsourcing of three or more procurement activities, have an Annual Contract Value of at least US\$1 million, and have a minimum contract term of 3 years. The above definition typically includes contracts with a managed spend of US\$ 50 million or greater.



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Unique Aspects of Everest Research Institute

- Proprietary data collection methodologies support a fact-based viewpoint of PO market developments
- Most detailed and complete PO deal database with **150+** multi-process PO deals signed as of 2008
- Document formats designed to maximize reader usability of study findings
- Access to third party advisory insight on the “pulse” of the market

Suppliers Covered

- Accenture
- Ariba
- buyingTeam
- Capgemini
- Corbus
- DSSI
- EDS-HP
- Genpact
- Global eProcure
- HCL
- Hubwoo
- IBM
- ICG Commerce
- Infosys BPO
- Newline Noosh
- Spinnaker
- Surestock
- TCS
- Wipro
- WNS
- Xchanging

We continuously monitor the market and update the above list to include emerging suppliers such as 4C Associates, IBX, Provade, and Transprocure

Benefits of a Relationship with the Everest Research Institute

Everest Research Institute offers a range of products and services geared to the needs of various stakeholders in the PO market including buyers, suppliers, technology providers and investors. Services and products offered include:

- Syndicated research available to all subscribers including market updates, annual reports and whitepapers
- Custom data cuts from existing research
- Access to the PO analyst team
- Custom research projects based on the needs of clients
- Webinars on current PO topics
- Strategy sessions focusing on the client’s goals and requirements
- Client event presentations
- End-of-Term Strategy Support (ETSS)

Our Research

Everest Research Institute focuses on providing a comprehensive view into the emerging trends of the PO market. Examples of topics that we have researched include:

- PO Annual Report 2009 – Shifting Buyer Preferences Dictate New Engagement Models, April 2009
- PO Technology Models – Creating Solutions That Deliver Value, January 2009
- Global PO Supplier Profile Compendium, October 2008
- Global PO Supplier Landscape, September 2008
- PO Annual Report 2007-2008, April 2008
- Global Sourcing in PO, November 2007

Our research agenda evolves with the dynamic PO marketplace to provide the most relevant and insightful research to our customers. Planned research includes topics such as:

- PO in Manufacturing Industry, Q2 2009
- PO in Financial Services, Q2 2009
- Pricing Trends in PO, Q3 2009

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The analyst team spans two continents and combines deep analytical skills and business experience



Katrina Menzigian, Vice President, FAO, HRO, and PO Research, is a market analysis and consulting professional with over twelve years of experience converting market research and intelligence into actionable guidance and advice for business clients. At the Everest Research Institute she leads a team of analysts dedicated to delivering a well-rounded and deep understanding of the factors and dynamics shaping the global market for Finance & Accounting, Human Resource, and Procurement outsourcing services. The insights of this team support both the strategic and tactical business planning needs of Fortune 500 enterprises, global outsourcing service providers, and leading technology vendors.

Prior to joining Everest Research Institute, Menzigian served as Vice President, BPO Services, at IDC. While at IDC, she was responsible for various portfolios of syndicated research and custom consulting services covering a broad range of IT and business services markets with a special focus on BPO services. Menzigian's background includes research and consulting roles at GLOBALnet, American University of Armenia, and the Edward R. Murrow Center for International Communications. She holds a master of arts in international affairs from The Fletcher School at Tufts University, Boston. Menzigian earned a double-bachelor of arts from the University of California at Berkeley.



Saurabh Gupta, Research Director, leading the Institute's research related to F&A Outsourcing (FAO) and Procurement Outsourcing (PO) from India. He utilizes his strong analytical background and international research experience to create intellectual property and insights into outsourcing trends, implications and industry best practices. He is a published author in leading FAO publications, and is a frequent speaker on the subject. He has played a pivotal role in developing the Institute's syndicated research agenda and had a key role in authoring several research reports and whitepapers.

Prior to joining Everest Research Institute, Saurabh worked with Infosys Technologies where he provided techno-functional consulting to several global clients. He holds an MBA from the School of Management, Indian Institute of Technology and a Bachelor of Engineering (Honors) from the Delhi College of Engineering.



Ateendra Dabas, Senior Research Analyst, is part of the Institute's research team focusing on Procurement outsourcing (PO) and F&A Outsourcing (FAO). He conducts in-depth research and provides insight into the PO & FAO markets to predict current and emerging trends. He leverages his knowledge of the suppliers to create intellectual property and address key concerns. Ateendra's strength in research stems from a ground up understanding of the issues across multiple industries owing to his prior experience in consulting & insurance.

Prior to joining Everest Research Institute, Ateendra worked as a consultant with ECS limited and Senior manager with ICICI prudential life insurance company ltd. He has graduated from the Indian Institute of management and has earned a Bachelor of Engineering degree from the Delhi College of Engineering.

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Ankur Sahni, Research Analyst, manages the syndicated research agenda for F&A Outsourcing (FAO) and Procurement Outsourcing (PO). Ankur analyzes and shapes content, contributing to the research on market trends in the outsourcing industry and best practices in FAO and PO.

Prior to joining Everest Research Institute, Ankur worked as a Research Associate with Evalueserve in the Investment Research team, where he worked with London and Helsinki-based lead equity analysts of a bulge-bracket investment bank, covering the European telecom equipment stocks. Ankur holds a Bachelor of Engineering degree from the Netaji Subhas Institute of Technology, University of Delhi.