

# Supplier Intelligence (SI) Fact Sheet

## Overview of Research Capabilities and Services



RESEARCH INSTITUTE

### Our Analysts

Jimit Arora  
Research Director  
[smodi@everestgrp.com](mailto:smodi@everestgrp.com)

Ankur Garg  
Senior Research Analyst  
[jarora@everestgrp.com](mailto:jarora@everestgrp.com)

Aminisha Gupta  
Research Analyst  
[agupta@everestgrp.com](mailto:agupta@everestgrp.com)

Kiranjeet Kaur  
Research Analyst  
[kkaur@everestgrp.com](mailto:kkaur@everestgrp.com)

Mridul Gupta  
Research Analyst  
[mridul.gupta@everestgrp.com](mailto:mridul.gupta@everestgrp.com)

### Headquarters

13455 Noel Road, Suite 2100  
Dallas, TX 75240  
Tel: +1-214-451-3110  
Fax: +1-214-451-3001

### Other Locations

Ground Floor, Tower A  
Unitech Business Park  
South City - I, Gurgaon  
New Delhi National Capital Region  
India - 122001  
Tel: +91-124-304-1000  
Fax: +91-124-304-1050

150 E. 52<sup>nd</sup> Street, 16<sup>th</sup> floor  
New York, NY 10022  
Tel: +1-646-805-4000  
Fax: +1-646-805-4001

### For More Information Contact:

Research services  
[info@everestresearchinstitute.com](mailto:info@everestresearchinstitute.com)  
+1-203-981-3111

Media inquiries  
North America and Europe  
*Scott Tims*  
[stims@thepointgroup.com](mailto:stims@thepointgroup.com)  
+1-214-378-7970

Asia  
*Varghese Cherian*  
[Varghese.Cherian@edelman.com](mailto:Varghese.Cherian@edelman.com)  
+91-124-413-1400

### Overview

Everest Research Institute's Supplier Intelligence (SI) practice helps buyers make key supplier-related decisions at different stages of the outsourcing life cycle. The SI practice combines detailed primary and secondary research on suppliers with knowledge derived from extensive supplier interactions across the globe to develop deep expertise on a large number of outsourcing suppliers. While the predominant focus of the SI services is on the Information Technology Outsourcing (ITO) and Business Process Outsourcing (BPO) areas, it also tracks niche suppliers in emerging outsourcing areas like knowledge services, industry-specific services, and engineering design and services.

### Focus of Research

The focus of the Supplier Intelligence practice is to develop insightful views on outsourcing supplier organizations – across industries, geographies, and service offerings. We develop the views by analyzing suppliers not only on their outsourcing capabilities in specific areas such as Finance and Accounting Outsourcing, but also by assessing relevant overall organizational parameters such as financial stability, service delivery locations, and industry experience. These views then become valuable inputs into supplier assessments as buyers try to partner with the suppliers 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 SI practice to accurately capture and analyze both quantitative and qualitative information coming in from many disparate sources. Information sources include regular briefings with suppliers' management and operational leaders, primary supplier information collection, secondary sources, and others. Examples of information captured include both hard data points like company financials, outsourcing transactions, and delivery center network, as well as soft factors such as suppliers' strategic direction, business development approach, and organizational culture characteristics.

The Supplier Intelligence practice currently analyzes over 50 major suppliers in great detail, plus it regularly interacts with and tracks about 500 more. This pool includes all key global and offshore-centric outsourcing suppliers, plus regional and niche suppliers 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.

# Supplier Intelligence (SI) Fact Sheet

## Overview of Research Capabilities and Services



### Unique Aspects of Everest Research Institute

- Coverage of all major outsourcing suppliers for ITO, BPO, and emerging areas
- Strong relationships with most supplier organizations, allowing wide access to information
- Unique and first-hand perspectives on suppliers from Everest advisory engagements
- Comprehensive databases to gather, organize, and analyze supplier-related data

### Key Functions Covered

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

### Examples of Supplier Intelligence Work

- Evaluation and prioritization of knowledge services suppliers – top 5 global pharmaceutical major
- Identification and prioritization of niche IT infrastructure suppliers in Eastern Europe – top 10 global insurance institution
- Identification of suppliers 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 supplier developments to monitor portfolio risk – top 10 global energy company

### Benefits of a Relationship with the Everest Research Institute

The SI practice has a number of service offerings for buyers looking to learn more about potential suppliers. The services are aimed at organizations at all stages of the sourcing lifecycle – right from supplier profiling and short-listing for pre-outsourcing buyers; to supplier 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 Research Institute's Supplier Intelligence practice brings to buyers is an unmatched understanding of suppliers arising from our ability to access knowledge from a multitude of sources such as Everest subject matter experts and direct access to a large pool of outsourcing suppliers. Together, these allow us to develop a holistic perspective on suppliers and help buyers to optimally develop their outsourcing relationships.