

2013 SERVICES SAPA MAP Report - BPO (Including Call Center)

VENDOR AND ANALYST NAMES ARE REAL - ALL SCORES AND ANALYST COUNTS ARE DUMMY DATA

Analysts

Program Effectiveness Metrics

	Interactions per Quarter	Access to Executives	Quality and Availability of References	Efficacy of Comms	Responsiveness	Overall Effectiveness	Proactivity (1=PROACTIVE - 2=REACTIVE)	Total number of analysts indicating they shortlisted THIS vendor in the last 3 months in THIS segment	% of analysts that shortlist that have shortlisted THIS vendor in last 3 months	% of analysts responding that are Likely or Very Likely to shortlist vendor	net year on year increase or (decrease) in percentage of analysts that would shortlist vendor
BPO SEGMENT AVERAGE	3.00	7.04	6.39	5.63	7.12	6.85	1.47	1.77	37%	72%	31%
SERVICES SAPA AVERAGE	2.60	6.82	6.27	5.75	7.03	6.60	1.36	4.98	46%	61%	53%

Analysts Responding		15										
Vendor	Count	IPQ	AE	REF	EFF	RESP	OE	PRO	3 MOS	%3 MOS	LTS	YOY
Accenture	4	3.25	4.75	3.25	3.25	5.50	7.00	1.50	0	0.00%	0.0%	0.0%
ACS	8	2.63	6.57	6.00	6.50	6.29	6.14	1.17	1	4.76%	0.0%	0.0%
Atos Origin	8	4.25	7.50	6.86	5.50	7.29	6.71	1.83	2	9.52%	33.3%	33.3%
Bearingpoint	7	4.57	7.00	6.14	5.86	7.00	7.17	1.20	2	9.09%	33.3%	33.3%
Capgemini	4	2.00	5.25	8.00	3.75	5.67	4.00	1.67	2	25.00%	50.0%	0.0%
Cognizant	5	3.60	4.80	5.20	5.80	7.25	6.25	1.67	3	60.00%	100.0%	0.0%
Dell Services (Dell/Perot)	8	4.50	6.75	6.50	5.75	7.86	7.14	1.83	3	12.50%	66.7%	66.7%
Dimension Data	5	5.20	8.80	7.80	6.60	8.60	7.40	1.50	2	33.33%	50.0%	0.0%
Fujitsu	5	6.60	7.40	6.25	5.80	9.00	6.60	1.25	2	11.76%	50.0%	-50.0%
Genpact	3	2.50	7.50	6.00	6.00	7.50	7.50	1.50	1	16.67%	0.0%	0.0%
HCL	4	5.00	5.00	9.00	6.67	8.00	6.67	1.00	1	20.00%	50.0%	0.0%
HP Services	4	1.75	8.00	6.75	7.25	7.67	7.67	1.67	1	6.67%	0.0%	0.0%
IBM Global Business Services	5	6.80	8.40	7.60	6.80	8.80	8.00	1.50	2	66.67%	100.0%	50.0%
Infosys	5	6.60	7.40	6.25	5.80	9.00	6.60	1.25	2	11.76%	50.0%	-50.0%
Oracle	7	4.00	7.43	6.00	6.71	7.17	7.17	1.40	3	16.67%	0.0%	0.0%
SAP	7	3.86	6.71	6.29	6.43	7.83	7.00	1.60	3	16.67%	50.0%	0.0%
TCS	4	2.00	5.25	8.00	3.75	5.67	4.00	1.67	2	25.00%	50.0%	0.0%
Wipro	4	2.00	6.00	4.50	4.00	5.00	3.50	1.67	1	11.11%	50.0%	0.0%
WNS	4	2.00	5.25	8.00	3.75	5.67	4.00	1.67	2	25.00%	50.0%	0.0%
Xerox	9	4.67	6.00	5.33	5.67	7.29	6.75	1.71	2	7.14%	25.0%	-25.0%

Shortlisting

Vendors receiving less than threshold of analyst responses (20%)

ANALYSTS PARTICIPATING

Analyst	Firm
R "Ray" Wang	Constellation
Margo Vistacion	Forrester Research
Arup Roy	Gartner
Cecile Drew	Gartner
Claudio Da Rold	Gartner
TJ Singh	Gartner
Rolf Jester	Gartner
Patrick Sullivan	Gartner
Don Scheibenreif	Gartner
Lionel Lamay	IDC
Marianne Kolding	IDC
Douglas Hayward	IDC
Gard Little	IDC
Mukesh Dialani	IDC
Louella Fernandes	Quocirca
	Axiom
	Amazon
	Amdocs
	AT&T
	Atento
	Automatos
	Avaya
	Bell Canada
	BRQ IT Services
	BT Services
	Canon
	CDW
	Century Link (Savvis)
	CGI
	Ci&T
	Cisco
	CompuCom
	ContaxAllus
	Convergys
	CSC
	Deloitte
	Diebold
	DT
	Ericsson
	Ernst & Young
	Getronics
	Google
	Grupo ASSA
	Hexaware Technologies
	Hildebrando
	Hisoft
	Indra
	ITC Infotech
	Keane
	KPMG
	Lexmark
	Logica
	LT Infotech
	MahindraSatyam Techn
	Mastek
	Mindtree
	Mphasis
	Navisite
	NCR
	NEC
	Neoris
	Northrop Grumman
	NTT
	OpSource
	Orange/FT

Patni
Perot (Dell Perot)
Pitney Bowes
Presidio
PWC
Ricoh
SAIC
Siemens IT
Sitel
Softtek
Sonda
SPi
Stefanini
Stream Global Services
Sykes
Synopsis
Syntel
T-Systems
Telefonica
Teleperformance
TeleTech
Terremark Worldwide
Tieto Enator
Tivit
Toshiba
Totvs
Unisys
Verizon
West