

IAOP Announces 2009 Rankings for the World's Best Outsourcing Providers and Releases First Advisors List

Accenture and IBM are top providers; PricewaterhouseCoopers and Quint are leading advisors

POUGHKEEPSIE, N.Y., April 28, 2009 – Accenture and IBM were named to the top two positions for the second consecutive year in the *Global Outsourcing 100™*, and PricewaterhouseCoopers was recognized as the number one advisor and Quint Wellington Redwood as the leading niche firm in the first *World's Best Outsourcing Advisors* list.

The [International Association of Outsourcing Professionals™ \(IAOP™\)](#) released the rankings today for the fifth annual list of the world's leading service providers and debut of the new list for outsourcing consulting, legal and advisory firms.

The overall results show the continued strength of the outsourcing industry. Provider revenues grew 13 percent in 2008, down just slightly from 14 percent the prior year, while employment increased 18 percent on average. Average revenue for the companies considered by IAOP was more than \$1 billion.

“Once again, this year's outsourcing companies showed impressive growth, particularly considering the economy,” said Jagdish Dalal, Certified Outsourcing Professional™ (COP), IAOP's managing director, thought leadership, who led the judges' panel. “The results show that the outsourcing industry is robust and growing.”

“The economy has led companies to re-evaluate the business case for outsourcing and companies are seeking more flexibility, cost savings and innovation from providers,” said IAOP Chairman Michael Corbett. “These companies on the *Global Outsourcing 100* list have what it takes to succeed in the new game of outsourcing.”

IAOP established the lists as resources to help companies compare providers and advisors using an objective methodology. Companies were judged by an eight-person independent panel that examined 18 criteria, including size and growth, customer references, organizational competencies and management capabilities.

Global Outsourcing 100 Results

The *Global Outsourcing 100* list is divided into two sections: Leaders, which represents larger, more established companies, and Rising Stars, smaller fast-growing companies that are ranked numbers 76 to 100 on the list. It also includes more than 75 sublists based on geographies, services and industry.

Making up the top 10 Leaders were large companies from the U.S., Europe and the Asia Pacific region. In addition to Accenture (1) and IBM (2), the companies in ranked order were: (3) Sodexo, France; (4) Tata Consultancy Services, India; (5) Wipro Technologies, India (6) Convergys, U.S.; (7) ISS, Denmark; (8) CB Richard Ellis, Denmark; (9) Infosys Technologies, India; and (10) Capgemini, France.

“This year’s *Global Outsourcing 100* was particularly competitive as more large companies applied in the leaders’ category and several companies made huge jumps into the top positions,” said Dalal.

Among the big climbers on the top 10, Convergys, the Cincinnati-based customer relationship management expert, rose from number 57 and real estate giant CB Richard Ellis catapulted from 29th last year, fueled in part by its 2006 acquisition of Trammell Crow. Facility services provider ISS rose from 31st based on its balanced performance.

Rising Stars

The Rising Star category represents up and coming companies and outsourcing destinations to watch for. These include India, China and other countries in Asia Pacific, as well as South America and lower-cost economies that are attracting the next wave of outsourcing, such as Egypt and Sri Lanka.

Leading this section were: (76) Synogy, Inc., U.S; (77) China Data Group, China; (78) Grupo ASSA, Argentina; (79) Xceed, Egypt; (80) Emerio, Singapore; (81) ePerformax Contact Centers; U.S. (82); Beyondsoft, China; (83) InterGlobe Technologies; India (84) Nair & Co., U.S. and (85) Bleum, China.

Top Advisors Named

The *World’s Best Outsourcing Advisors* list is split between firms with large global practices of more than 50 professionals or \$25 million in revenue and Boutiques, featuring more specialized niche players.

Topping the list of larger firms are (1) PricewaterhouseCoopers, (2) EquaTerra and (3) Gartner. In the Boutique category, Quint Wellington Redwood placed first, followed by Kirkland & Ellis, and Expense Management Solutions. In total, 20 firms were named to the first-time list.

For the complete lists, see: www.outsourcingprofessional.org.

About IAOP

The International Association of Outsourcing Professionals (IAOP) is the global, standard-setting organization and advocate for the outsourcing profession. With 40,000 customer, advisor and provider members worldwide, IAOP helps companies increase their outsourcing success rate, improve their outsourcing ROI, and expand the opportunities for outsourcing across their businesses. To learn, more visit www.outsourcingprofessional.org.

Contact:

Michael Forbes
(845) 452.0600, ext. 118
mike.forbes@outsourcingprofessional.org