

IAOP Global Outsourcing 100 Leaders

Scoring was based on a review of applications by an independent panel of judges with some additional fact-checking. Final ranking was based on a weighted average of four distinguishing characteristics: size and growth rate; customer references; demonstrated competencies; and management capabilities.

NO.	COMPANY	WEBSITE	KEY STRENGTH	SERVICES
1	Accenture	www.accenture.com	Management Capabilities	IT & Comm. Mgmt.; Financial Mgmt.; HR Mgmt.
2	IBM	www.ibm.com	Demonstrated Competencies	IT & Comm. Mgmt.; CRM; Financial Mgmt.
3	Sodexo	www.sodexo.com	Customer References	Real Estate & Asset Mgmt.; Facility Svcs.; Svc. Vouchers & Cards
4	Tata Consultancy Services	www.tcs.com	Customer References	IT & Comm. Mgmt.; Engineering Svcs.; Infrastructure Svcs.
5	Wipro Technologies	www.wipro.com	Demonstrated Competencies	IT & Comm. Mgmt.; R&D; Financial Mgmt.
6	Convergys	www.convergys.com	Customer References	CRM; HR Mgmt.; IT & Comm. Mgmt.
7	ISS	www.issworld.com	Balanced Performance	Facility Svcs.
8	CB Richard Ellis	www.cbre.com	Customer References	Real Estate & Asset Mgmt.; Facility Svcs.
9	Infosys Technologies	www.infosys.com	Management Capabilities	IT & Comm. Mgmt.; Transaction Proc.; IT & Strategic Consulting
10	Capgemini	www.capgemini.com	Customer References	IT & Comm. Mgmt.; Financial Mgmt.; CRM
11	Genpact	www.genpact.com	Customer References	Financial Mgmt.; Transaction Proc.; IT & Comm. Mgmt.
12	Colliers International	www.colliers.com	Customer References	Real Estate & Asset Mgmt.; Corporate Svcs.; Facility Svcs.
13	CSC	www.csc.com	Customer References	IT & Comm. Mgmt.; Transaction Proc.; CRM
14	NCR	www.ncr.com	Balanced Performance	IT & Comm. Mgmt.; Consulting Svcs.; eCommerce Svcs.
15	Jones Lang LaSalle	www.joneslanglasalle.com	Management Capabilities	Real Estate & Asset Mgmt.; Facility Svcs.; Transaction Proc.
16	CGI Group	www.cgi.com	Balanced Performance	IT & Comm. Mgmt.; Transaction Proc.; HR Mgmt.
17	Sitel	www.sitel.com	Size & Growth	CRM; Sales; Transaction Proc.
18	Unisys	www.unisys.com	Customer References	IT & Comm. Mgmt.; Transaction Proc.; Logistics
19	EDS, an HP Company	www.eds.com	Balanced Performance	IT & Comm. Mgmt.; CRM; Transaction Proc.
20	HCL Technologies	www.hcltech.com	Management Capabilities	CRM; Financial Mgmt.; Transaction Proc.
21	ADP	www.adp.com	Management Capabilities	Transaction Proc.; HR Mgmt.; Administrative Svcs.
22	Ceridian	www.ceridian.com	Management Capabilities	HR Mgmt.; Transaction Proc.
23	Intelenet Global Services	www.intelenetglobal.com	Balanced Performance	CRM; Transaction Proc.; Travel Svcs.
24	Williams Lea	www.williamslea.com	Demonstrated Competencies	Document Mgmt.; Marketing; Facility Svcs.
25	ACS	www.acs-inc.com	Balanced Performance	IT & Comm. Mgmt.; HR Mgmt.; Administrative Svcs.
26	Aegis	www.aegispbo.com	Customer References	CRM; Financial Mgmt.; Transaction Proc.
27	ARAMARK	www.aramark.com	Management Capabilities	Facility Svcs.; Food & Facilities Mgmt. Svcs.; Work Apparel Supply
28	CPM Braxis	www.cpmbraxis.com	Balanced Performance	IT & Comm. Mgmt.
29	Inspur	www.inspur.com	Customer References	IT & Comm. Mgmt.
30	Tech Mahindra	www.techmahindra.com	Customer References	IT & Comm. Mgmt.
31	Hewitt Associates	www.hewitt.com	Management Capabilities	HR Mgmt.; Administrative Svcs.
32	Lionbridge	www.lionbridge.com	Management Capabilities	R&D; IT & Comm. Mgmt.; Transaction Proc.
33	NIIT Technologies	www.niit-tech.com	Balanced Performance	IT & Comm. Mgmt.; Transaction Proc.
34	Softtek	www.softtek.com	Balanced Performance	IT & Comm. Mgmt.; Transaction Proc.
35	Diebold	www.dieboldintegratedservices.com	Balanced Performance	CRM; IT & Comm. Mgmt.; Transaction Proc.
36	Firstsource Solutions	www.firstsource.com	Customer References	CRM; Transaction Proc.; Financial Mgmt.
37	EMCOR Group	www.emcorgroup.com	Balanced Performance	Real Estate & Asset Mgmt.; Facility Svcs.; Indus.-Specific Svcs.
38	L&T Infotech	www.lintinfotech.com	Demonstrated Competencies	IT & Comm. Mgmt.; IT Product Engineering
39	TeleTech Holdings	www.telettech.com	Demonstrated Competencies	CRM; Transaction Proc.; Sales
40	Amdocs	www.amdocs.com	Demonstrated Competencies	IT & Comm. Mgmt.; Financial Mgmt. for Comm.; CRM
41	SPi	www.spi-bpo.com	Balanced Performance	CRM; Document Mgmt.; Administrative Svcs.
42	Mastek	www.mastek.com	Management Capabilities	IT & Comm. Mgmt.; Financial Mgmt.
43	Concentrix	www.concentrix.com	Customer References	CRM; Sales; Transaction Proc.
44	Johnson Controls	www.johnsoncontrols.com	Balanced Performance	Real Estate & Asset Mgmt.; Facility Svcs.; Indus.-Specific Svcs.
45	MindTree	www.mindtree.com	Management Capabilities	IT & Comm. Mgmt.; R&D; Legal
46	Océ Business Services	www.obs-innovation.com	Demonstrated Competencies	Document Mgmt.; Facility Svcs.; Administrative Svcs.
47	Patni Computer Systems	www.patni.com	Balanced Performance	IT & Comm. Mgmt.
48	NCO Group	www.ncogroup.com	Demonstrated Competencies	CRM
49	EXL Service	www.exlservice.com	Demonstrated Competencies	Indus.-Specific Svcs.—Insur.; Transaction Proc.; Financial Mgmt.
50	Neusoft	www.neusoft.com	Balanced Performance	Indus.-Specific Svcs.; R&D; IT & Comm. Mgmt.
51	EPAM Systems	www.epam.com	Balanced Performance	IT & Comm. Mgmt.