

## Appendix:

### The International Association of Outsourcing Professionals™ (IAOP™)

is pleased to announce that the following companies have been selected as 2009's best outsourcing service providers – The Global Outsourcing 100™.

Relative rankings, selection process details, and company strengths are featured in a special advertising feature, produced by IAOP, in the May 4 FORTUNE 500 issue of FORTUNE® magazine. Companies were judged on four critical characteristics: size and growth; customer references; organizational competencies; and management capabilities.



#### The 2009 Global Outsourcing 100:

RANK	COMPANY (LEADERS)	KEY STRENGTH
1	Accenture	Management Capabilities
2	IBM	Demonstrated Competencies
3	Sodexo	Customer References
4	Tata Consultancy Services	Customer References
5	Wipro Technologies	Demonstrated Competencies
6	Convergys	Customer References
7	ISS	Balanced Performance
8	CB Richard Ellis	Customer References
9	Infosys Technologies	Management Capabilities
10	Capgemini	Customer References
11	Genpact	Customer References
12	Colliers International	Customer References
13	CSC	Customer References
14	NCR	Balanced Performance
15	Jones Lang LaSalle	Management Capabilities
16	CGI Group	Balanced Performance

17	Sitel	Size & Growth
18	Unisys	Customer References
19	EDS, an HP Company	Balanced Performance
20	HCL Technologies	Management Capabilities
21	ADP	Management Capabilities
22	Ceridian	Management Capabilities
23	Intelenet Global Services	Balanced Performance
24	Williams Lea	Demonstrated Competencies
25	ACS	Balanced Performance
26	Aegis	Customer References
27	ARAMARK	Management Capabilities
28	CPM Braxis	Balanced Performance
29	Inspur	Customer References
30	Tech Mahindra	Customer References
31	Hewitt Associates	Management Capabilities
32	Lionbridge	Management Capabilities
33	NIIT Technologies	Balanced Performance
34	Softtek	Balanced Performance
35	Diebold	Balanced Performance
36	Firstsource Solutions	Customer References
37	EMCOR Group	Balanced Performance
38	L&T Infotech	Demonstrated Competencies
39	TeleTech Holdings	Demonstrated Competencies
40	Amdocs	Demonstrated Competencies
41	SPi	Balanced Performance
42	Mastek	Management Capabilities
43	Concentrix	Customer References

44	Johnson Controls	Balanced Performance
45	MindTree	Management Capabilities
46	Océ Business Services	Demonstrated Competencies
47	Patni Computer Systems	Balanced Performance
48	NCO Group	Demonstrated Competencies
49	EXL Service	Demonstrated Competencies
50	Neusoft	Balanced Performance
51	EPAM Systems	Balanced Performance
52	Newmark Knight Frank	Balanced Performance
53	Syntel	Demonstrated Competencies
54	VanceInfo	Customer References
55	HOV Services	Customer References
56	Hexaware Technologies	Customer References
57	Headstrong	Balanced Performance
58	Donlen	Management Capabilities
59	iGATE	Demonstrated Competencies
60	CPA Global	Balanced Performance
61	ChinaSoft International	Size & Growth
62	Grubb & Ellis	Balanced Performance
63	WNS Global Services	Balanced Performance
64	NCS	Management Capabilities
65	Luxoft	Management Capabilities
66	TIVIT	Size & Growth
67	AppLabs	Demonstrated Competencies
68	Sutherland Global Services	Demonstrated Competencies
69	Pitney Bowes	Management Capabilities
70	Outsource Partners International	Customer References

71	SEI	Management Capabilities
72	Cushman & Wakefield	Management Capabilities
73	Aditya Birla Minacs	Size & Growth
74	hiSoft Technology International	Customer References
75	Quattro BPO Solutions	Demonstrated Competencies
RANK	COMPANY (RISING STARS)	KEY STRENGTH
76	Synggy	Demonstrated Competencies
77	China Data Group	Size & Growth
78	Grupo ASSA	Customer References
79	Xceed	Demonstrated Competencies
80	Emerio	Customer References
81	ePerformax Contact Centers	Customer References
82	Beyondsoft (Beijing)	Balanced Performance
83	InterGlobe Technologies	Demonstrated Competencies
84	Nair & Co.	Balanced Performance
85	Bleum	Size & Growth
86	Ci&T	Management Capabilities
87	Auriga	Customer References
88	M&Y Data Solutions	Customer References
89	SaM Solutions	Balanced Performance
90	Knoah Solutions	Management Capabilities
91	Microland	Balanced Performance
92	Grupo Prominente	Balanced Performance
93	DataArt	Balanced Performance
94	Reksoft	Demonstrated Competencies
95	The Symbio Group	Balanced Performance
96	Corbus	Management Capabilities

97	MERA Networks	Demonstrated Competencies
98	Itransition	Balanced Performance
99	CleNET International	Balanced Performance
100	Mindcrest	Size & Growth

*1-75 Leaders = established, known companies*

*76-100 Rising Stars = smaller, faster growing companies*

**The Evaluation Team**

The 2009 evaluation team, comprised of IAOP member professionals, was led by Certified Outsourcing Professional™ (COP) Jagdish Dalal, managing director, thought leadership at IAOP and a world-renowned outsourcing expert who has worked as a senior executive in customer, provider and advisor companies for almost three decades. (Jag's work as the outsourcing customer for Xerox's \$3.2B outsourcing contract with EDS was turned into a Harvard Business School case study and is used in many teaching curricula.)

The 2009 judging panel:

- Divyesh Dalal, managing director, India, Hamilton Sundstrand, United Technologies International Operations, Inc.
- Teresa Harris, COP, IT manager, global sourcing, Eastman Kodak Company
- William Hefley, Ph.D., associate teaching professor, Institute for Software Research; program director, MSIT IT Service Management, ITSq, Carnegie Mellon University
- Kurt Kohorst, COP, vice president, Agency Markets, Liberty Mutual Insurance
- William P. Metz, COP, external business development manager, Global Business Services, Proctor & Gamble
- Manish K. Sahai, COP, vice president, Customer Service Int'l. Network Partners, American Express
- Kristin H. Weitz Rammer, vice president, MAXIMUS

**FOR ADDITIONAL INFORMATION ON THE GLOBAL OUTSOURCING 100, CLICK HERE. To view The 2008 Global Outsourcing 100 and its sub-lists, CLICK HERE.**

Produced by

