

## IAOP GLOBAL OUTSOURCING LEADERS

Scoring was based on reviewed applications with some additional fact-checking. Leaders and Rising Stars were judged separately. Final ranking was based on a weighted average of all four distinguishing characteristics: size and growth rate; customer references; documented competencies; and management capabilities.

No.	COMPANY	WEBSITE	KEY STRENGTH	SERVICES
1	<b>Accenture</b>	www.accenture.com	Customer Testimonials	HR Mgmt.; IT & Comm. Mgmt.; Financial Mgmt.
2	<b>IBM</b>	www.ibm.com	Size & Growth	CRM; HR Mgmt.; IT & Comm. Mgmt.
3	<b>Infosys Technologies</b>	www.infosys.com	Executive Leadership	IT & Comm. Mgmt.; Transaction Proc.; IT & Strategic Consulting
4	<b>Sodexo</b>	www.sodexo.com	Global Presence	Real Estate & Asset Mgmt.; Facility Svcs.; Service Vouchers & Cards
5	<b>Capgemini</b>	www.capgemini.com	Achievement Recognition	CRM; IT & Comm. Mgmt.; Financial Mgmt.
6	<b>Tata Consultancy Services</b>	www.tcs.com	Employee Management	IT & Comm. Mgmt.; Financial Mgmt.; Transaction Proc.
7	<b>Wipro Technologies</b>	www.wipro.com	Employee Management	Product R&D, Manufacturing; IT & Comm. Mgmt.; Transaction Proc.
8	<b>Hewlett-Packard</b>	www.hp.com/go/outsourcing	Outsourcing Experience	IT & Comm. Mgmt.; Financial Mgmt.; Managed Imaging & Printing Svcs.
9	<b>Genpact</b>	www.genpact.com	Executive Leadership	IT & Comm. Mgmt.; Financial Mgmt.; Transaction Proc.
10	<b>Tech Mahindra</b>	www.techmahindra.com	Outsourcing Experience	CRM; IT & Comm. Mgmt.; Security & Digital Rights Mgmt.
11	<b>HCL Technologies</b>	www.hcltech.com	Outsourcing Experience	CRM; Financial Mgmt.; Transaction Proc.
12	<b>EDS</b>	www.eds.com	Outsourcing Experience	CRM; IT & Comm. Mgmt.; Transaction Proc.
13	<b>ACS</b>	www.acs-inc.com	Balanced Performance	IT & Comm. Mgmt.; Administrative Svcs.; Transaction Proc.
14	<b>CGI Group</b>	www.cgi.com	Customer Testimonials	HR Mgmt.; IT & Comm. Mgmt.; Transaction Proc.
15	<b>HOV Services</b>	www.hovservices.com	Outsourcing Experience	Health Care; Financial Mgmt.; Telecom
16	<b>Mastek</b>	www.mastek.com	Customer Testimonials	IT & Comm. Mgmt.; Business Process Outsourcing
17	<b>SPi</b>	www.spi-bpo.com	Customer Testimonials	CRM; Document Mgmt.; Administrative Svcs.
18	<b>Colliers International</b>	www.colliers.com	Global Presence	Real Estate & Asset Mgmt.
19	<b>WNS Global Services</b>	www.wnsgs.com	Achievement Recognition	CRM; Financial Mgmt.; Transaction Proc.
20	<b>hiSoft Technology International</b>	www.hisoft.com	Employee Management	Product R&D, Manufacturing; IT & Comm. Mgmt.; Transaction Proc.
21	<b>Sitel</b>	www.sitel.com	Balanced Performance	Sales; CRM; Transaction Proc.
22	<b>Hexaware Technologies</b>	www.hexaware.com	Competency Certification	HR Mgmt.; IT & Comm. Mgmt.; Transaction Proc.
23	<b>CSC</b>	www.csc.com	Outsourcing Experience	CRM; IT & Comm. Mgmt.; Transaction Proc.
24	<b>Unisys</b>	www.unisys.com	Competency Certification	IT & Comm. Mgmt.; Corporate Svcs.; Transaction Proc.
25	<b>ARAMARK</b>	www.aramark.com	Size & Growth	Facility Svcs.; Food & Facilities Mgmt. Svcs.
26	<b>ExlService Holdings</b>	www.exlservice.com	Achievement Recognition	CRM; Financial Mgmt.; Transaction Proc.
27	<b>Cognizant Technology Solutions</b>	www.cognizant.com	Competency Certification	IT & Comm. Mgmt.; Financial Mgmt.; Transaction Proc.
28	<b>24/7 CUSTOMER</b>	www.247customer.com	Employee Management	Sales; CRM; Transaction Proc.
29	<b>CB Richard Ellis</b>	www.cbre.com	Global Presence	Real Estate & Asset Mgmt.; Facility Svcs.
30	<b>EMCOR Group</b>	www.emcorgroup.com	No. of Locations/Centers	IT & Comm. Mgmt.; Real Estate & Asset Mgmt.; Facility Svcs.
31	<b>ISS A/S</b>	www.issworld.com	Balanced Performance	Financial Mgmt.; Discrete Manufacturing; Health Care
32	<b>Syntel</b>	www.syntelinc.com	Employee Management	IT & Comm. Mgmt.; Transaction Proc.
33	<b>Headstrong</b>	www.headstrong.com	Balanced Performance	Product R&D, Manufacturing; IT & Comm. Mgmt.; Transaction Proc.
34	<b>Sutherland Global Services</b>	www.suth.com	Employee Management	CRM; IT & Comm. Mgmt.; Transaction Proc.
35	<b>Neusoft Group</b>	www.neusoft.com	Achievement Recognition	Product R&D, Manufacturing; IT & Comm. Mgmt.
36	<b>Cambridge Solutions</b>	www.cambridgeworldwide.com	Size & Growth	IT & Comm. Mgmt.; Financial Mgmt.; Transaction Proc.
37	<b>EPAM Systems</b>	www.epam.com	Outsourcing Experience	IT & Comm. Mgmt.
38	<b>Inspur</b>	www.inspur.com	Balanced Performance	IT & Comm. Mgmt.
39	<b>Ocwen Financial</b>	www.ocwenbusiness.com	Customer Testimonials	Financial Mgmt.; Real Estate; Utilities
40	<b>ITC Infotech</b>	www.itcinfotech.com	Competency Certification	CRM; IT & Comm. Mgmt.
41	<b>Océ Business Services</b>	www.obs-innovation.com	Customer Testimonials	Document Mgmt.; Facility Svcs.; Administrative Svcs.
42	<b>KPIT Cummins Infosystems</b>	www.kpitcummins.com	Competency Certification	Product R&D, Manufacturing; IT & Comm. Mgmt.; Financial Mgmt.
43	<b>Amdocs</b>	www.amdocs.com	Balanced Performance	CRM; IT & Comm. Mgmt.
44	<b>Vertex</b>	www.vertex.co.uk	Balanced Performance	Sales; CRM; HR Mgmt.
45	<b>Donlen</b>	www.donlen.com	Employee Management	CRM; Financial Mgmt.; Corporate Svcs.
46	<b>Patni Computer Systems</b>	www.patni.com	Balanced Performance	IT & Comm. Mgmt.; Transaction Proc.; IT Svcs. & Solutions
47	<b>Diebold</b>	www.dieboldintegratedservices.com	Global Presence	CRM; IT & Comm. Mgmt.; Transaction Proc.
48	<b>NCS</b>	www.ncs.com.sg	Competency Certification	IT & Comm. Mgmt.; Financial Mgmt.; Corporate Svcs.
49	<b>Pitney Bowes</b>	www.pb.com	Balanced Performance	Logistics; Document Mgmt.; Facility Svcs.
50	<b>ADP</b>	www.adp.com	Balanced Performance	HR Mgmt.; Financial Mgmt.; Transaction Proc.
51	<b>Outsource Partners International</b>	www.opiglobal.com	Achievement Recognition	Document Mgmt.; Financial Mgmt.; Business Valuation; Market Intelligence

No.	COMPANY	WEBSITE	KEY STRENGTH	SERVICES
52	<b>Advanced Technology Services</b>	www.advancedtech.com	Achievement Recognition	Product R&D, Manufacturing; IT & Comm. Mgmt.; Facility Svcs.
53	<b>Zensar Technologies</b>	www.zensar.com	Balanced Performance	HR Mgmt.; IT & Comm. Mgmt.; Transaction Proc.
54	<b>MindTree Consulting</b>	www.mindtree.com	Achievement Recognition	Product R&D, Manufacturing; IT & Comm. Mgmt.
55	<b>Johnson Controls</b>	www.johnsoncontrols.com	Global Presence	CRM; Real Estate & Asset Mgmt.; Facility Svcs.
56	<b>Mphasis</b>	www.mphasis.com	Competency Certification	CRM; IT & Comm. Mgmt.; Transaction Proc.
57	<b>Convergys</b>	www.convergys.com	Achievement Recognition	CRM; HR Mgmt.
58	<b>Cushman &amp; Wakefield</b>	www.cushwake.com	Global Presence	Financial Mgmt.; Real Estate & Asset Mgmt.; Facility Svcs.
59	<b>Luxoft</b>	www.luxoft.com	Achievement Recognition	Product R&D, Manufacturing; IT & Comm. Mgmt.
60	<b>Ceridian</b>	www.myceridian.com	Achievement Recognition	HR Mgmt.
61	<b>Xerox</b>	www.xerox.com	Employee Management	Government; Health Care; Financial Mgmt.
62	<b>Aditya Birla Minacs</b>	www.miniacs.com	Size & Growth	Automotive; Financial Mgmt.; Technology
63	<b>ICG Commerce</b>	www.icgcommerce.com	Executive Leadership	Discrete Manufacturing; Retail & Consumer Goods; Technology
64	<b>Stream</b>	www.stream.com	Balanced Performance	CRM
65	<b>Comprehensive Health Services</b>	www.chsmedical.com	Employee Management	Financial Mgmt.; Discrete Manufacturing; Government
66	<b>Eclipsys</b>	www.eclipsys.com	Executive Leadership	IT & Comm. Mgmt.
67	<b>IBA Group</b>	www.iba-it-group.com	Employee Management	Discrete Manufacturing; Financial Mgmt.; Technology
68	<b>LogicaCMG plc</b>	www.logicacmg.com	Outsourcing Experience	Government; Discrete Manufacturing; Financial Mgmt.
69	<b>ExcelerateHRO</b>	www.exceleratehro.com	Achievement Recognition	HR Mgmt.; Administrative Svcs.; Transaction Proc.
70	<b>SNC-Lavalin ProFac</b>	www.snclavalinprofac.com	No. of Locations/Centers	Government; Telecom.; Financial Mgmt.
71	<b>Cartus</b>	www.cartus.com	Employee Management	HR Mgmt.
72	<b>KPN/Getronics</b>	www.getronics.com	Outsourcing Experience	Financial Mgmt.; Government; Entertainment & Media
73	<b>Firstsource Solutions</b>	www.firstsource.com	Balanced Performance	Financial Mgmt.; Telecom.; Health Care
74	<b>IPT</b>	www.golPT.com	Balanced Performance	Retail & Consumer Goods; Hospitality; Oil & Natural Gas
75*	<b>Hewitt Associates</b>	www.hewitt.com	Achievement/Recognition	Financial Mgmt.; Discrete Manufacturing; Telecom.
75*	<b>NCR</b>	www.ncr.com	Balanced Performance	Financial Mgmt.; Retail & Consumer Goods; Air Transportation

## IAOP GLOBAL OUTSOURCING RISING STARS

No.	COMPANY	WEBSITE	KEY STRENGTH	SERVICES
76	<b>Summit HR Worldwide</b>	www.summithrww.com	Achievement/Recognition	HR Mgmt.
77	<b>Bleum</b>	www.bleum.com	Competency Certification	IT & Comm. Mgmt.; Information Security Mgmt. Systems
78	<b>Cross-Tab Marketing Services</b>	www.cross-tab.com	Customer Testimonials	Product R&D, Manufacturing; Market Research & Analytics
79	<b>Cybage Software Pvt</b>	www.cybage.com	Outsourcing Experience	Product R&D, Manufacturing; IT & Comm. Mgmt.
80	<b>Beyondsoft (Beijing)</b>	www.beyondsoft.com	Customer Testimonials	Technology; Financial Mgmt.; Pharmaceutical
81	<b>LawScribe</b>	www.law-scribe.com	Balanced Performance	Legal Svcs.
82	<b>MERA NN</b>	www.meranetworks.com	Executive Leadership	Telecom.; Technology; Financial Mgmt.
83	<b>Intetics</b>	www.intetics.com	Employee Management	Product R&D, Manufacturing; IT & Comm. Mgmt.; Offshore Staff Augmentation
84	<b>vCustomer</b>	www.vcustomer.com	Competency Certification	CRM; IT & Comm. Mgmt.; Transaction Proc.
85	<b>Smart Sourcing</b>	www.smart-sourcing.com	Customer Testimonials	Product R&D, Manufacturing; Logistics; CRM
86	<b>Datrose</b>	www.datrose.com	Employee Management	HR Mgmt.; Document Mgmt.; Financial Mgmt.
87	<b>Ci&amp;T Software</b>	www.ciandt.com	Competency Certification	Telecom.; Technology; Financial Mgmt.
88	<b>Achievo</b>	www.achievo.com	Executive Leadership	IT & Comm. Mgmt.; Billing & CRM
89	<b>IST Management Services</b>	www.istmanagement.com	No. of Locations/Centers	Document Mgmt.; Facility Svcs.; Administrative Svcs.
90	<b>Auriga</b>	www.auriga.com	Balanced Performance	Technology; Telecom.; Health Care
91	<b>QuEST</b>	www.quest-global.com	Achievement/Recognition	Product R&D, Manufacturing; Engineering Svcs. Outsourcing
92	<b>CompuPacific International</b>	www.compupacific.com	Customer Testimonials	Health Care; Financial Mgmt.
93	<b>DataArt</b>	www.dataart.com	Achievement/Recognition	Product R&D, Manufacturing; IT & Comm. Mgmt.
94	<b>Emerio GlobeSoft Pte</b>	www.emeriocorp.com	Global Presence	HR Mgmt.; IT & Comm. Mgmt.; Transaction Proc.
95	<b>Symphony House Berhad</b>	www.symphony.com.my	Achievement/Recognition	Financial Mgmt.; Technology
96	<b>Objectiva Software Solutions</b>	www.objectivasoftware.com	Balanced Performance	Product R&D, Manufacturing; IT & Comm. Mgmt.; Document Mgmt.
97	<b>Freeborders</b>	www.freeborders.com	Achievement/Recognition	Financial Mgmt.; Technology
98	<b>Hundsun Global</b>	www.hgsamerica.com	No. of Locations/Centers	Financial Mgmt.; Telecom.; Health Care
99	<b>Mindcrest</b>	www.mindcrest.com	Balanced Performance	Financial Mgmt.; Health Care; Real Estate
100	<b>Innodata Isogen</b>	www.innodata-isogen.com	Achievement Recognition	Entertainment & Media; Telecom.; Technology

\*These companies were tied on their overall scores.