

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

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

IAOP GLOBAL OUTSOURCING RISING STARS

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

*These companies were tied on their overall scores.