



## The 2011 Global Outsourcing 100® Sub-Lists

- Best 10 Overall
- By Industry Focus
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- Honors and Highlights

### Best 10

Leaders in Overall Revenue	Rising Stars in Overall Revenue	Leaders in Revenue Growth
Accenture	BRQ IT Services	Ci&T
ARAMARK	China Talent Group	Hewlett-Packard
Capgemini	CleNET International	hiSoft Technology International
CSC	Emerio GlobeSoft	Integreon
Hewlett-Packard	Ericpol Telecom	iSoftStone
Infosys Technologies	Freeborders	PCCW Solutions
ISS	Globant	SourceRight Solutions
Johnson Controls	Grupo ASSA	Stefanini IT Solutions
Sodexo	Scicom	TCI
Wipro Technologies	SoftServe	Wicresoft
Rising Stars in Revenue Growth	Leaders in Number of Employees	Rising Stars in Number of Employees
Auriga	Accenture	Azure Knowledge Corporation
Azure Knowledge Corporation	ARAMARK	China Talent Group
China Talent Group	Convergys	CleNET International
Extensya	CSC	Emerio GlobeSoft
GeBBS Healthcare Solutions	HCL Technologies	GeBBS Healthcare Solutions
Global eProcure	Infosys Technologies	Globant
Grupo ASSA	ISS	M&Y Global Services
ReSource Pro	Sitel	Scicom
SoftServe	Sodexo	SoftServe
UnitedLex	Wipro Technologies	Xceed
Leaders in Employee Growth	Rising Stars in Employee Growth	Leaders in No. of Centers Worldwide
Ci&T	Auriga	ARAMARK
Hewlett-Packard	Azure Knowledge Corporation	CB Richard Ellis
hiSoft Technology International	China Talent Group	Colliers International
Integreon	Extensya	Cushman & Wakefield
iSoftStone	GeBBS Healthcare Solutions	Diebold
PCCW Solutions	Global eProcure	EMCOR Group
SourceRight Solutions	Grupo ASSA	ISS
Stefanini IT Solutions	ReSource Pro	NCR
TCI	SoftServe	Océ Business Services
Wicresoft	UnitedLex	Sodexo

Rising Stars in No. of Centers Worldwide	Privately Owned Companies by Revenue	
Azure Knowledge Corporation	ARAMARK	
China Talent Group	Ceridian	
CleNET International	Ci&T	
Emerio GlobeSoft	Colliers International	
Freeborders	CPA Global	
Global eProcure	Donlen	
Globant	ISS	
Itransition	NCO Group	
SaM Solutions	Sitel	
SoftServe	Williams Lea	

### By Industry Focus – Best 5

Leaders – Utilities	Leaders - Pharmaceutical	Leaders - Education
Capgemini	Intelligroup	ARAMARK
EXL Service	Johnson Controls	Indecomm Global Services
ISS	PAREXEL International	Marlabs
TIVIT	The Millennium Group	Sodexo
Vertex Group	Wicresoft	
Rising Stars - Entertainment & Media	Rising Stars - Discrete Mfg.	Rising Stars – Financial Services (Insurance)
DATROSE	Global eProcure	BRQ IT Services
Globant	Grupo ASSA	Freeborders
Itransition	Nagarro	M&Y Global Services
M&Y Global Services	Smart Sourcing	ReSource Pro
TEAM International	Syngy	Symphony BPO Solutions
Companies - Hospitality	Companies - Automotive	Companies – Air Transportation
Cybage Software	Aditya Birla Minacs	Aegis
Freeborders	Ericpol Telecom	Extensya
Global eProcure	Hughes Systique	InterGlobe Technologies
InterGlobe Technologies	Neusoft	Marlabs
		Scicom
Companies - Oil & Natural Gas		
CleNET International		
EMCOR Group		
Long View Systems		
Neoris		

## By Industry Focus – Best 10

Leaders – Entertainment & Media	Rising Stars - Financial Services (Banking, Markets)	Rising Stars - Health Care
Amdocs	API Outsourcing	Artezio
ARAMARK	Artezio	Auriga
Cybage Software	Bleum	DATROSE
Dextrys	CleNET International	eMids Technologies
EPAM Systems	Emerio GlobeSoft	GeBBS Healthcare Solutions
Inspur	Freeborders	Grupo ASSA
MERA	Globant	Smart Sourcing
SPi Global	LegalBase	SoftServe
StarTek	M&Y Global Services	Ugam Solutions
Stream Global Services	SoftServe	
Rising Stars – Retail & Consumer Goods	Rising Stars - Telecommunications	
API Outsourcing	Auriga	
Bleum	Azure Knowledge Corporation	
Grupo ASSA	CleNET International	
Intetics	Ericpol Telecom	
Knoah Solutions	Extensya	
LegalBase	Intetics	
Nagarro	Itransition	
Smart Sourcing	Reksoft	
Ugam Solutions	Scicom	
	Xceed	

## By Industry Focus – Best 20

Leaders - Retail & Consumer Goods	Leaders – Financial Services (Banking, Markets)	Leaders – Financial Services (Insurance)
Cassidy Turley	Accenture	Altisource Portfolio Solutions
Collabera	Aegis	CGI Group
Colliers International	Amdocs	Ci&T
CPM Braxis	Aon Hewitt	CSC
Cybage Software	CB Richard Ellis	EXL Service
Dextrys	CGI Group	Genpact
Donlen	Convergys	HOV Services
Hinduja Global Solutions	CPA Global	iGATE Global Solutions
ITC Infotech	Diebold	Mastek
Jones Lang LaSalle	Genpact	Newmark Knight Frank
NCR	HCL Technologies	Oracle Financial Services
Softtek	Infosys Technologies	Patni Computer Systems
StarTek	ISS	Pitney Bowes
Sutherland Global Services	ITC Infotech	RR Donnelley Global Services
transcosmos	NCR	SEI
Unisys	Océ Business Services	SPi Global
Vengroff, Williams and Associates	PCCW Solutions	Syntel
Vertex Group	TIVIT	Williams Lea
Williams Lea	Williams Lea	Xchanging
Zensar Technologies	Wipro Technologies	Zensar Technologies

<b>Leaders – Technology (Hardware &amp; Software)</b>	<b>Leaders – Health Care</b>	<b>Leaders – Telecommunications</b>
Aon Hewitt	APAC Customer Services	Accenture
CB Richard Ellis	ARAMARK	Aegis
Convergys	CB Richard Ellis	Amdocs
CPA Global	Concentrix	Aon Hewitt
Cushman & Wakefield	Evalueserve	Convergys
Diebold	Firstsource	CPM Braxis
EPAM Systems	Headstrong	Firstsource
hiSoft Technology International	Hewlett-Packard	HCL Technologies
IBA Group	Hinduja Global Solutions	Infosys Technologies
Inspur	HOV Services	Insigma
ISS	Lionbridge	Lionbridge
Johnson Controls	Long View Systems	NCO Group
Jones Lang LaSalle	NCO Group	NCS
Lionbridge	Neusoft	Neusoft
Sitel	Sodexo	PCCW Solutions
Stream Global Services	SPI Global	Stream Global Services
Sutherland Global Services	Stefanini IT Solutions	Sutherland Global Services
TeleTech Holdings	Syntel	TeleTech Holdings
transcosmos	TCI	VancelInfo
VancelInfo	Vengroff, Williams and Associates	Wipro Technologies
<b>Leaders – Discrete Manufacturing</b>	<b>Rising Stars – Technology (Hardware &amp; Software)</b>	<b>Companies - Government (all levels)</b>
Capgemini	Auriga	Advanced Technology Services
Ceridian	Azure Knowledge Corporation	Capgemini
Colliers International	Bleum	CGI Group
CSC	China Talent Group	ChinaSoft International
Genpact	Emerio GlobeSoft	CSC
HCL Technologies	Ericpol Telecom	Donlen
hiSoft Technology International	Extensya	EMCOR Group
IBA Group	Globant	Emerio GlobeSoft
iGATE Global Solutions	Hughes Systique	Hewlett-Packard
Infosys Technologies	Intetics	HOV Services
Inspur	Itransition	HTC Global Services
ITC Infotech	Nagarro	Insigma
Johnson Controls	Reksoft	Mastek
Neoris	SaM Solutions	NCS
Océ Business Services	Scicom	PCCW Solutions
Softtek	SoftServe	Studley
Stefanini IT Solutions	Symphony BPO Solutions	Unisys
TIVIT	Talentica Software (India)	Vertex Group
Wipro Technologies	TEAM International	Xceed
Zensar Technologies	Xceed	Xchanging

Companies - Services		
Cassidy Turley		
Ceridian		
Colliers International		
CPA Global		
Cushman & Wakefield		
Diebold		
Donlen		
EMCOR Group		
Grupo Prominente		
Headstrong		
ICG Commerce		
Integreon		
InterGlobe Technologies		
NCR		
Océ Business Services		
Oracle Financial Services		
ReSource Pro		
RR Donnelley Global Services		
Sodexo		
Syngy		

**By Service Area – Best 5**

Leaders - Sales Services	Leaders – Human Resources Services	Leaders - Administrative Services
Convergys	Accenture	Aon Hewitt
Hinduja Global Solutions	Aon Hewitt	Océ Business Services
Site1	Ceridian	TCI
Sutherland Global Services	CGI Group	The Millennium Group
TeleTech Holdings	Towers Watson	Towers Watson
Leaders - Marketing Services	Rising Stars – Customer Relationship Management Services	Rising Stars – Human Resources Services
Ci&T	China Talent Group	China Talent Group
ICG Commerce	Extensya	DATROSE
transcosmos	Grupo Prominente	Emerio GlobeSoft
VADS	Scicom	Scicom
Williams Lea	Xceed	Syngy
Rising Stars – Industry-Specific Services	Companies - Logistics Services	Companies - Legal Services
CleNET International	ICG Commerce	CPA Global
Itransition	Pitney Bowes	Integreon
M&Y Global Services	Smart Sourcing	LegalBase
ReSource Pro	TCI	RR Donnelley Global Services
SoftServe	Unisys	UnitedLex

## By Service Area – Best 10

Leaders - Real Estate & Capital Asset Mgt. Services	Leaders - Document Management Services	Leaders - Research & Development Services
Altisource Portfolio Solutions	HOV Services	ChinaSoft International
Cassidy Turley	HTC Global Services	Cybage Software
CB Richard Ellis	IBA Group	HCL Technologies
Colliers International	Integreon	hiSoft Technology International
Cushman & Wakefield	Océ Business Services	IBA Group
Johnson Controls	Pitney Bowes	Insigma
Jones Lang LaSalle	RR Donnelley Global Services	Lionbridge
Newmark Knight Frank	SPi Global	Neusoft
Sodexo	TIVIT	Stefanini IT Solutions
Studley	Williams Lea	VancelInfo
Leaders - Facility Services	Rising Stars – Research & Development Services	Rising Stars – Transaction Processing Services
ARAMARK	Artezio	API Outsourcing
CB Richard Ellis	Auriga	Azure Knowledge Corporation
Colliers International	Bleum	Bleum
Cushman & Wakefield	CleNET International	Emerio GlobeSoft
EMCOR Group	Ericpol Telecom	Extensya
ISS	Intetics	Grupo Prominente
Johnson Controls	Itransition	ReSource Pro
Océ Business Services	Reksoft	Scicom
PCCW Solutions	SoftServe	Syngy
Sodexo	TEAM International	Xceed
Companies - Corporate Services	Companies - Document Management Services	
Cassidy Turley	HOV Services	
Colliers International	IBA Group	
Donlen	Integreon	
Global eProcure	M&Y Global Services	
Grubb & Ellis	Océ Business Services	
ICG Commerce	Pitney Bowes	
Indecomm Global Services	RR Donnelley Global Services	
Jones Lang LaSalle	SPi Global	
Newmark Knight Frank	TIVIT	
Williams Lea	Williams Lea	

## By Service Area – Best 20

Leaders - Industry-Specific Services	Leaders – Information/Comm. Technology Services	Leaders – Transaction Processing Services
Amdocs	Accenture	Ceridian
ChinaSoft International	Amdocs	CGI Group
Collabera	Capgemini	Diebold
CSC	CGI Group	Firstsource
Diebold	CSC	Genpact
EXL Service	Genpact	HCL Technologies
Firstsource	HCL Technologies	Headstrong
Headstrong	hiSoft Technology International	hiSoft Technology International
Hewlett-Packard	Infosys Technologies	iGATE Global Solutions
HOV Services	Insignia	Infosys Technologies
Insignia	Inspur	Lionbridge
Luxoft	ITC Infotech	NCR
NCR	NCR	NCS
Neusoft	Neusoft	Sitel
PCCW Solutions	PCCW Solutions	Softtek
Stefanini IT Solutions	Softtek	SPi Global
Syntel	Sutherland Global Services	Stream Global Services
Vertex Group	VancelInfo	Syntel
Xchanging	Wipro Technologies	Unisys
Zensar Technologies	Xchanging	Zensar Technologies
Leaders – Customer Relationship Mgt. Services	Rising Stars - Information/Comm. Technology Services	Companies - Financial Mgt. Services
Aditya Birla Minacs	Artezio	Accenture
Aegis	Auriga	Aditya Birla Minacs
Amdocs	Azure Knowledge Corporation	Aegis
Capgemini	Bleum	Altisource Portfolio Solutions
Convergys	China Talent Group	API Outsourcing
CSC	CieNET International	Capgemini
Cybage Software	Emerio GlobeSoft	Convergys
Diebold	eMids Technologies	Datamatics Global Services
Donlen	Ericpol Telecom	DATROSE
Firstsource	Freeborders	Evalueserve
ITC Infotech	Globant	EXL Service
NCO Group	Grupo ASSA	Genpact
Oracle Financial Services	Grupo Prominente	iGATE Global Solutions
Sitel	Intetics	LegalBase
SPi Global	Itransition	Oracle Financial Services
Stream Global Services	Nagarro	RR Donnelley Global Services
Sutherland Global Services	SaM Solutions	SEI
TeleTech Holdings	SoftServe	Symphony BPO Solutions
transcosmos	Syngy	Vengroff, Williams and Associates
Vertex Group	TEAM International	

<b>Companies - Research &amp; Development Services</b>
Auriga
Bleum
ChinaSoft International
CleNET International
Cybage Software
Dextrys
HCL Technologies
hiSoft Technology International
IBA Group
Insigma
Intetics
iSoftStone
Itransition
Lionbridge
Luxoft
MERA
Neusoft
SoftServe
Stefanini IT Solutions
VancelInfo

**By Region Served – Best 5**

<b>Leaders in Australia/New Zealand</b>	<b>Leaders in Mexico</b>	<b>Rising Stars in South/Central America</b>
Aegis	Advanced Technology Services	BRQ IT Services
CPA Global	Donlen	Globant
iGATE Global Solutions	Neoris	Grupo ASSA
NCS	Softtek	Grupo Prominente
Xchanging	TeleTech Holdings	
<b>Rising Stars in Southeast Asia</b>	<b>Rising Stars in China</b>	<b>Rising Stars in Canada</b>
Emerio GlobeSoft	China Talent Group	DATROSE
Hughes Systique	CleNET International	GeBBS Healthcare Solutions
Scicom	Freeborders	UnitedLex
Symphony BPO Solutions	M&Y Global Services	Xceed
Syngy	Smart Sourcing	
<b>Companies in Russia</b>		
Artezio		
Auriga		
Luxoft		
Reksoft		
SaM Solutions		

### By Region Served – Best 10

Leaders in China	Leaders in Southeast Asia	Leaders in South/Central America
Colliers International	Amdocs	APAC Customer Services
hiSoft Technology International	Convergys	Ci&T
Insigma	HCL Technologies	CPM Braxis
Inspur	NCR	Cushman & Wakefield
Jones Lang LaSalle	NCS	Diebold
NCS	PCCW Solutions	Softtek
Neusoft	Stream Global Services	Stefanini IT Solutions
PCCW Solutions	TeleTech Holdings	TCI
transcosmos	transcosmos	TIVIT
VancelInfo	Zensar Technologies	Unisys
Rising Stars in UK	Leaders in China	Companies in Eastern Europe
Bleum	Bleum	EPAM Systems
Global eProcure	ChinaSoft International	Ericpol Telecom
Globant	Headstrong	IBA Group
Intetics	hiSoft Technology International	PAREXEL International
Itransition	Insigma	Softjour
LegalBase	Inspur	SoftServe
M&Y Global Services	iSoftStone	Talentica Software (India)
Scicom	Neusoft	Unisys
TEAM International	Patni Computer Systems	
Ugam Solutions	transcosmos	

### By Region Served – Best 20

Leaders in US	Leaders in UK	Leaders in Western Europe
Accenture	Accenture	Accenture
Aegis	ARAMARK	Amdocs
Amdocs	Capgemini	Capgemini
ARAMARK	Cassidy Turley	CB Richard Ellis
Capgemini	Ceridian	CGI Group
CB Richard Ellis	CSC	Colliers International
Ceridian	EMCOR Group	Convergys
CGI Group	Firstsource	CPA Global
Colliers International	Hewlett-Packard	CSC
Convergys	Infosys Technologies	Genpact
CSC	ISS	HCL Technologies
Diebold	ITC Infotech	Infosys Technologies
Genpact	Johnson Controls	ISS
HCL Technologies	Lionbridge	ITC Infotech
Infosys Technologies	Sodexo	Johnson Controls
Johnson Controls	SPi Global	NCR
NCR	Sutherland Global Services	Océ Business Services
PCCW Solutions	Syntel	Sodexo
Sodexo	Williams Lea	Williams Lea
Wipro Technologies	Zensar Technologies	Wipro Technologies

Leaders in India	Rising Stars in US	Rising Stars in Western Europe
Aditya Birla Minacs	API Outsourcing	Artezio
Aegis	Artezio	Auriga
Aon Hewitt	Auriga	CleNET International
AppLabs	Bleum	Ericpol Telecom
Collabera	CleNET International	Freeborders
Diebold	Emerio GlobeSoft	Global eProcure
EXL Service	Freeborders	Grupo ASSA
Firstsource	Global eProcure	Intetics
Genpact	Globant	Itransition
Hinduja Global Solutions	Grupo ASSA	LegalBase
HOV Services	Grupo Prominente	Nagarro
Indecomm Global Services	Intetics	Reksoft
Intelligroup	Itransition	SaM Solutions
InterGlobe Technologies	Nagarro	Softjourn
Mastek	ReSource Pro	SoftServe
Microland	Scicom	Syngy
Oracle Financial Services	SoftServe	TEAM International
Persistent Systems	Syngy	Ugam Solutions
Vertex Group	TEAM International	Xceed
Wipro Technologies	Xceed	
<b>Companies in Southeast Asia</b>		
Amdocs		
APAC Customer Services		
Concentrix		
Convergys		
Emerio GlobeSoft		
HCL Technologies		
HTC Global Services		
Indecomm Global Services		
NCR		
NCS		
PCCW Solutions		
Scicom		
StarTek		
Stream Global Services		
Symphony BPO Solutions		
Syngy		
TeleTech Holdings		
transcosmos		
VADS		
Zensar Technologies		

## The 2011 Global Outsourcing 100 Honors and Highlights

### Multi-Year Winners

These companies have appeared on the Global Outsourcing 100 list each year since its inception:

Accenture, Amdocs, ARAMARK, Bleum, Capgemini, Ceridian, CGI Group, Colliers International, EMCOR Group, Genpact, HCL Technologies, Headstrong, hiSoft Technology International, HOV Services, Johnson Controls, Mastek, NCS, Patni Computer Systems, Sitel, Sodexo, SPi Global, Unisys, and Wipro Technologies

### New in 2011

Welcome to The Global Outsourcing 100:

Azure Knowledge Corporation, BRQ IT Services, Cassidy Turley, Datamatics Global Services, eMids Technologies, Ericpol Telecom, Evalueserve, Extensya, HTC Global Services, Hughes Systique, Integreon, Long View Systems, Marlabs, Persistent Systems, RR Donnelley Global Services, Smart Sourcing, Softjourn, SourceRight Solutions, Stefanini IT Solutions, Studley, TCI, Towers Watson, UnitedLex, Xchanging

### Rising Star to Leader Grads

These companies, once judged as Rising Stars experienced substantial GROWTH in 2010 and were judged as LEADERS in 2011:

Ci&T, eClerx, InterGlobe Technologies, MERA

### Top 20 List “Climbers”

These companies improved the most in rank:

Aditya Birla Minacs, Cybage Software, Donlen, Freeboarders, hiSoft Technology International, ICG Commerce, Indecomm, ITC Infotech, Océ Business Services, PCCW Solutions, ReSource Pro, Sutherland Global Services, Talentica Software (India), TEAM International Services, TIVIT, Ugam Solutions, Vertex, Williams Lea, Zensar Technologies

### Companies with the Most Service Personnel in US

Advanced Technology Services, Amdocs, Aon Hewitt, APAC Customer Services, API Outsourcing, ARAMARK, Cassidy Turley, CB Richard Ellis, Ceridian, Collabera, Colliers International, Convergys, CSC, Cushman & Wakefield, DATROSE, Diebold, Donlen, EMCOR Group, Grubb & Ellis, Hewlett-Packard, ICG Commerce, Jones Lang LaSalle, Long View Systems, Marlabs, NCO Group, NCR, Newmark Knight Frank, Océ Business Services, PAREXEL International, Pitney Bowes, SEI, Smart Sourcing, Sodexo, SourceRight Solutions, StarTek, Studley, Synogy, The Millennium Group, Towers Watson, Unisys, Vengroff, Williams and Associates, Williams Lea

### Companies with the Most Service Personnel in Russia

Auriga, Exigen Services, Luxoft, MERA, Reksoft

### Companies with the Most Service Personnel in China

Bleum, China Talent Group, ChinaSoft International, CleNET International, Dextrys, hiSoft Technology International, Insigma, Inspur, iSoftStone, M&Y Global Services, Neusoft, PCCW Solutions, ReSource Pro, VancelInfo, Wicresoft, Freeboarders

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The 2012 Global Outsourcing 100 applications will be open on September 1, 2011 at [www.iaop.org](http://www.iaop.org). Contact Pam O'Dell at [pam.odell@iaop.org](mailto:pam.odell@iaop.org) for full program details.