

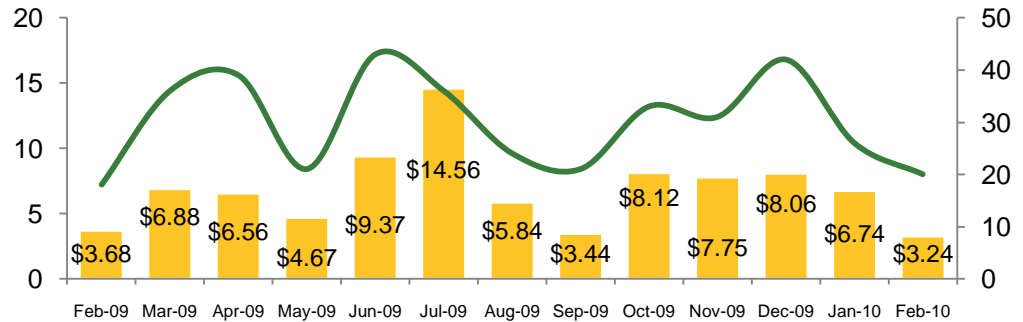


# The Gradient

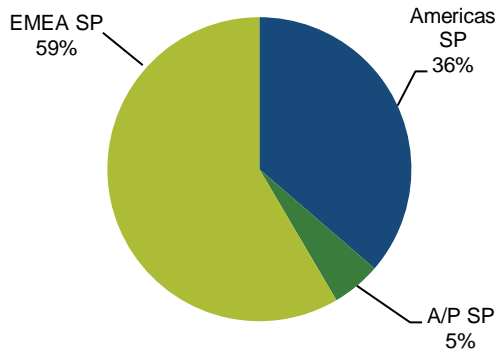
**INSIDE THIS ISSUE**

- [1 Summary of Volume and Market Share](#)
- [3 Americas-Based Service Provider News](#)
- [5 Asia/Pacific-Based Service Provider News](#)
- [7 EMEA-Based Service Provider News](#)
- [9 BPO Sales and Customer Relationship Management](#)
- [10 BPO Transaction Processing and Operations](#)
- [10 BPO General and Administrative Functions](#)
- [11 Geographic Expansion](#)
- [14 Mergers and Acquisitions](#)
- [15 Corporate Sourcing Roles — Service Providers](#)

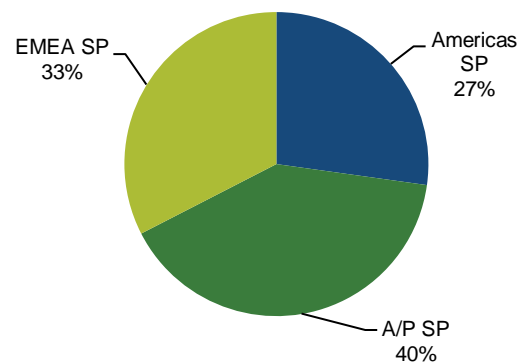
**Industrywide Awards (\$B) > US\$50M (Monthly View)**



**ITO Market Share**  
TCV: Industrywide Awards ≥US\$25M



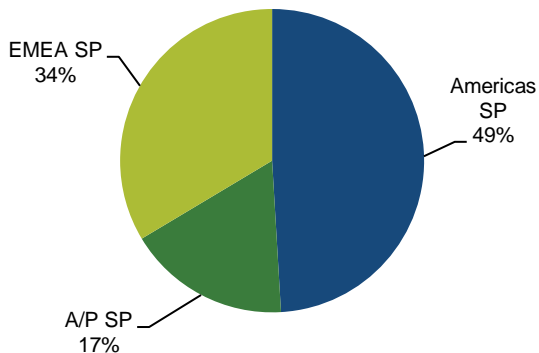
**BPO Market Share**  
TCV: Industrywide Awards ≥US\$25M



- Americas SP consists of CSC, Dell, HP, IBM, Xerox, etc.
- A/P SP consists of Fujitsu, Genpact, HCL, Infosys, TCS, Tech Mahindra, Wipro, WNS, etc.
- EMEA SP consists of Accenture, Atos Origin, BT, Capgemini, Logica, Siemens IT Solutions & Services, T-Systems, etc.
- All market share data is for 2010 YTD.

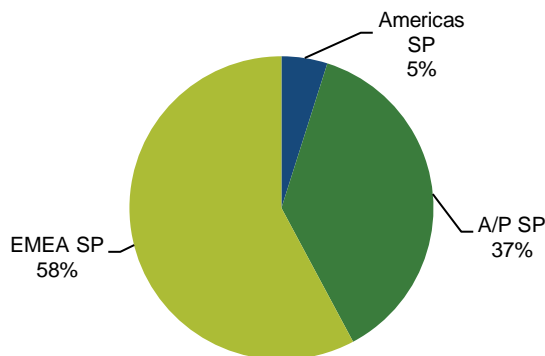
## Americas Market Share

TCV: Industrywide Awards ≥ US\$25M



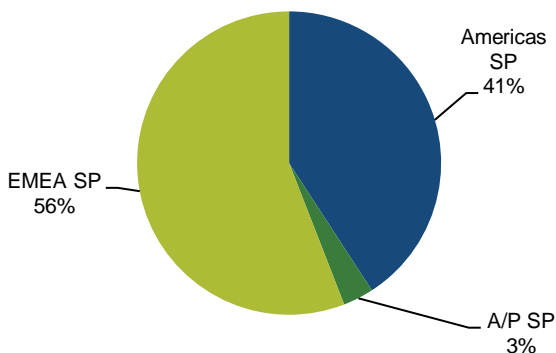
## Asia-Pacific Market Share

TCV: Industrywide Awards ≥ US\$25M



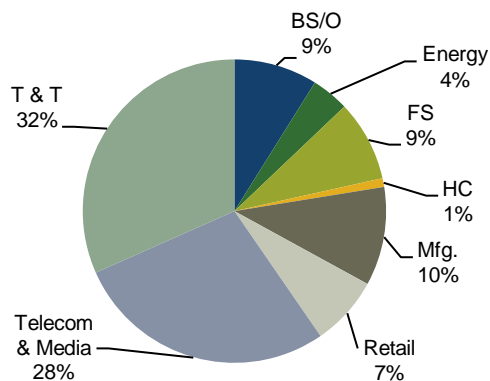
## EMEA Market Share

TCV: Industrywide Awards ≥ US\$25M



## Market Share by Industry

TCV ≥ US\$25M



- Americas SP consists of CSC, Dell, HP, IBM, Xerox, etc.
- A/P SP consists of Fujitsu, Genpact, HCL, Infosys, TCS, Tech Mahindra, Wipro, WNS, etc.
- EMEA SP consists of Accenture, Atos Origin, BT, Capgemini, Logica, Siemens IT Solutions & Services, T-Systems, etc.
- All market share data is for 2010 YTD.
- Industries:
  - BS/O – Business Services/Other
  - Energy
  - FS – Financial Services
  - HC – Healthcare
  - Mfg. – Manufacturing
  - Retail
  - Telecom & Media
  - T & T – Travel & Transportation
- All market share data is for 2010 YTD.

## AMERICAS-BASED SERVICE PROVIDER NEWS (Contract Signings, Alliances, etc.)

### AT&T

AT&T Gets \$20M Five-Year Networking Pact from Carl Zeiss Group

- Five-year contract includes the networking of more than 250 Carl Zeiss global offices in 44 worldwide countries
- Among the overall network capabilities offered are technologies and applications such as VPN, IPsec, Ethernet, DSL, remote access, managed LAN, managed security via AT&T's own Internet data center and managed hosting in the U.S., EMEA and Asia-Pacific regions

AT&T and Oracle Sign Managed Hosting, Outsourcing Contract with Michael Baker Corp.

- Under the three-year, multimillion-dollar contract, will combine expertise to e-enable Pittsburgh-based engineering and energy company's financial, accounting, sales, contracts and project management applications
- Oracle will manage Baker's applications with its E-Business Suite Outsourcing, while AT&T will provide managed hosting services from one of its data centers
- Will also integrate Baker's 30 offices worldwide into one networked operation, facilitating collaboration with teams of experts selected from any of these offices

### BancTec

BancTec Signs Five-Year Agreement with Payment Card Technologies for IT Services

- Provided services will include Web hosting, software support and application development for both existing and new customers
- Will also manage PCT's call center, which provides end-user support and resolves general account holder inquiries

### CSC

CSC Renews BPO Contract with Sunshine State Insurance Company

- Under the six-year extension, will support Sunshine's personal and commercial property business through January 2016 from a platform that automates more of the underwriting process
- End-to-end processing services continue to support underwriting, rating, policy issuance and administration, agency point of sale automation, customer service, print and imaging, financial accounting and reporting to bureaus and industry databases

### HP

Fortum and HP Sign IT Outsourcing Agreement

- Four-year agreement with Finnish power company is a continuation of a previous contract and it includes a two-year option

## AMERICAS-BASED SERVICE

### PROVIDER NEWS

(Contract Signings, Alliances, etc.)

#### HP

NII Holdings Picks HP for IT Managed Services in Latin America

- Will manage IT applications and infrastructure for NII Holdings, which operates in Latin America under the Nextel brand name, across operations in Argentina, Brazil, Chile, Mexico, Peru and headquarters in the U.S.
- Will provide applications development, management and testing services that include Nextel's software development processes, billing systems and applications support
- As part of the transaction, will consolidate and manage the workplace computing environment for Nextel employees in Latin America and the U.S.
- Contract also covers data center management services and security services
- Will manage and support the server and storage environments at Nextel sites across its Latin American operations and at an HP site in Argentina
- Services will be delivered primarily from sites in the U.S. and Latin America

#### IBM

IBM Inks Data Center Contract with iYogi

- Signed agreement with provider of direct-to-consumer and small business remote tech support

Jones Lang LaSalle and IBM Sign a Seven-Year IT Services Agreement

- Will provide full infrastructure support services for JLL across 19 countries throughout EMEA
- Contract is similar to an existing agreement with JLL in the U.S. and the Asia-Pacific region
- End-user support will be provided across a number of functions including desk side, server operations, application management, help desk, network management, asset management, IT procurement, service management and system security
- Will be supported by data centers across the globe with services provided in nine languages

IBM Signs New Services Agreement with Lina Korea

- Will provide Korean subsidiary of Cigna with hardware and software, as well as software support services for the development of the new telemarketing system based on an open industry standards and technology architecture
- Project will encompass an enterprise wide system upgrade, which will be adopted as the standard telemarketing system for other Lina offices in the Asia-Pacific region

IBM Signs Outsourcing Agreement with Sandhar Technologies

- Scope of the five-year managed services agreement includes server management and network and security management, which will be remotely carried out from IBM's Global Management Center in Bangalore

**AMERICAS-BASED SERVICE  
PROVIDER NEWS  
(Contract Signings, Alliances, etc.)**

**Unisys**

Suncorp Renews Business Processing Contracts with Unisys

- Unisys Payment Services Limited (Australian subsidiary) extended two long-term BPO contracts
- Under the extensions, will continue to provide banking and insurance operations with check processing services for another two years and direct entry electronic payments for an additional three years
- Services are provided nationally from UPSL centers in Adelaide, Brisbane, Melbourne, Perth, and Sydney

**UST Global**

Virgin Racing Signs IT Contract with UST Global

- Will offer technology support to Virgin Racing Formula 1 team
- Developing a custom-made race management tool for 2010 events that will provide the race engineers at Virgin Racing a 360-degree trackside perspective for each Grand Prix
- Program will also integrate several other information data streams from Formula 1 management and the Fédération Internationale de l'Automobile, GPS positioning of the Virgin Racing cars on the track and visual feeds that will help engineers to optimize strategy
- The three-year agreement is worth \$10M

**ASIA/PACIFIC-BASED SERVICE  
PROVIDER NEWS  
(Contract Signings, Alliances, etc.)**

**3i Infotech**

3i Infotech Enters into JV to Start Outsourcing Center in Nigeria

- Joint venture with three Nigerian firms — Soft Solutions, Skye Bank and Unity Bank — to launch Process Central, a BPO center in Nigeria
- Process Central will be carried out in two phases in Lagos and Abuja, and operations are expected to start within 4 – 6 months
- Two shared service centers will be set up in Lagos and Abuja respectively, to act as business continuity centers for each other
- In addition, Process Central will set up regional processing centers, providing real-time services to customers across Nigeria

**ASG**

ASG Wins \$35M Contract with Western Power

- Under the five-year agreement, will provide midrange infrastructure, VoIP and network services to the Western Australian electricity utility
- Will take care of Oracle applications, database administration and server operations for three years with two one-year extensions available.
- Western Power will also be one of the foundation customers at a new data center

## ASIA/PACIFIC-BASED SERVICE PROVIDER NEWS (Contract Signings, Alliances, etc.)

### Fujitsu

#### Canon and Fujitsu Join Forces on Managed Services

- Will collaborate in offering cloud computing-based managed services for printing and other IT equipment
- Services will combine Canon's print management and operations technologies with Fujitsu's cloud-based IT management services to deliver an integrated package of solutions
- Canon Marketing Japan and Fujitsu will jointly begin offering services to large and medium-sized companies in Japan with the goal of signing 100 customers in the next three years

#### Huurre Group Renews Patja Managed Service Agreement with Fujitsu

- Agreement with refrigeration specialist incorporates IT infrastructure, mobile and data communications services, and server capacity

#### Miradore and Fujitsu Sign Nordic-Wide Contract

- Renewed a two-year agreement and expanded coverage area to include all Nordic countries for the software company

#### SEB Awards Fujitsu Five-Year, \$13M+ Outsourcing Contract

- Will be responsible for all development, maintenance and workstations support for Sweden-based bank
- Will oversee an upgrade to Windows 7 and a new Office suite on all SEB computers, starting in Sweden and Germany

### HCL

#### Electrolux Signs Five-Year IT Infrastructure Management Engagement with HCL

- Scope of engagement covers support of workplace services including proactive monitoring and management of network, servers, IT security and end-user computing environment in 12 countries in the APAC region including Australia
- Will provide services via centers in India and Malaysia and deliver onsite services by a partner ecosystem
- Will also be providing multilingual help desk services in languages including English, Thai, Vietnamese and Bahasa (Malaysia and Indonesia) to end users across Asia Pacific

### NEC

#### NEC Selected by Telefónica as a Strategic Partner to Promote Cloud Computing

- Will deploy the platform and applications to launch cloud services in Latin America, including logistics, location, collaboration, virtual PC, CRM, ERP, health, games and media applications
- New agreement follows recent contract signed by NEC and Telefónica of Spain to launch applications and software as a service

### TCS

#### TCS Signs Sourcing Contract with Ericsson

- Five-year agreement to deliver application maintenance and development services

#### TCS Wins Contract from TIAA-CREF

- Will handle transaction processing work currently done in Denver by about 70 employees

## ASIA/PACIFIC-BASED SERVICE PROVIDER NEWS (CONTRACT SIGNINGS, ALLIANCES, ETC.)

### Tech Mahindra

Mahindra Satyam Wins Two Multimillion-Dollar Contracts in Brazil

- Brazilian subsidiary Satyam Servicos De Informatica will power supply chain operations for a global conglomerate and for the Latin American operations of a major logistics provider

### Wipro

Punjab and Sind Bank Sign 10-Year IT Outsourcing Contract with Wipro

- Will be responsible for system integration, provisioning and management of core banking solution and enterprise applications including 24x7 management of entire IT infrastructure
- Will also commission and manage data center and disaster recovery

## EMEA-BASED SERVICE PROVIDER NEWS (Contract Signings, Alliances, etc.)

### Accenture

ITV Awards Five-Year IT and Application Management Contract to Accenture

- Will provide core IT service management, infrastructure and application management services
- Will assume desktop services, help desk and data center management later this year

### Alcatel-Lucent

Vivacom Picks Alcatel-Lucent for Network Operations Outsourcing

- Will handle end-to-end network operations for Bulgarian telecommunications group under a five-year partnership
- About 3,000 Vivacom employees will join Alcatel-Lucent

### Atos Origin

Brakes Group Signs New Contract with Atos Origin

- Under a 10-year contract worth more than \$76M, will manage all IT infrastructure and applications including servers, service desks and SAP business support systems for HR, finance and supply chain

LV= Signs IT Contract Extension with Atos Origin

- Under a new four-year agreement, will continue to provide IT services to support policy administration, renewals processes and online applications
- Also providing mainframe and midrange hosting services

### BT

BT Wraps Up European Managed Services Contract worth \$20.5M with PaperlinX

- Five-year contract, , covers networked IT services, connecting 22 branch offices across 16 countries
- Agreement builds on existing relationship that dates back to 2005
- Contract encompasses a range of services including a global, MPLS-based secure WAN, LAN management for the various branch offices, Internet access, fixed and mobile voice solutions, and security services

## EMEA-BASED SERVICE PROVIDER NEWS

### (CONTRACT SIGNINGS, ALLIANCES, ETC.)

#### BT

#### BT Connects Russian Information Agency's News Bureaus

- Seven-year contract with RIA Novosti to connect news bureaus in 24 countries with headquarters in Moscow using BT's MPLS network

#### Capgemini

#### Capgemini Takes Over 10-Year Automatic Meter Management Contract with Fortum

- Capgemini Sverige AB will take over a contract worth a minimum \$128M to manage the existing smart meter portfolio of
- Contract includes management of Fortum's existing portfolio of 860,000 smart meters in Sweden and encompasses a range of services including regular and scheduled meter reading, field services, service desk, management reporting, data center hosting and application management
- Will also be responsible for managing subcontractors, such as telecommunications service providers, software providers, and field service providers
- Services will be provided from countries including Finland, India, Poland and Sweden

#### Consumer Products Company Awards Capgemini Procurement Contract

- Will provide end-to-end sourcing and procurement services including transformational consulting and global sourcing strategy
- Will also assume responsibility for the strategic sourcing and spend management of various purchasing categories

#### Leading Semiconductor Company Awards Capgemini Procurement Contract

- Will improve Procure-to-Pay process through management, standardization and optimization of procurement processes, and manage the end-to-end transactional support for procurement operations in all client locations across the globe
- Scope includes, but not limited to, shopping cart approvals, purchase requisition conversion into purchase orders, delivery management, invoice management, vendor contract and query management

#### EDB

#### Coor Service Management Enters into Agreement with EDB

- Five-year contract is worth about \$27M
- Will be responsible for functions such as applications management, user support, communications solutions and project deliveries

#### Green Cargo Enters into \$17M+ Agreement with EDB

- New systems environment will be based on SAP and a small number of strategic platforms for planning
- Agreement runs to 2014 and expands a relationship that started in 2009
- Will take over about 20 IT employees from Green Cargo

## EMEA-BASED SERVICE PROVIDER NEWS (Contract Signings, Alliances, etc.)

### Logica

Logica Wins \$16.6M Contract Extension with Morrison Utility Services

- In addition to supporting and continuing to update their infrastructure services, will also provide application and change management services
- Service supports Morrison Utility Services' 3,200-strong workforce, spread across more than 50 sites in the U.K. and Ireland
- New agreement will see this relationship extend to 2014

### Ness

Thomson Reuters Israel Extends Services Agreement with Ness for Four Years

- Will continue to provide technical and IT infrastructure services, including installations and IT support for Thomson Reuters Israel's clients
- In addition to the ongoing systems maintenance, will install Thomson Reuters' systems in banks, conduct upgrades, handle satellite dishes and perform ongoing work related to British Telecom in London

### Orange

Royal DSM Signs Contract with Orange Business Services

- Five-Year agreement is for WAN services, connecting 180 offices, data centers and production facilities in 50 countries
- Has provided Royal DSM with global WAN services since 2005

### T-Systems

T-Systems to Perform Services for Ergo

- Will manage all domestic telecom services for German insurance group
- Will manage 300 offices beginning April 1 and about 300 Ergo workers will transition to T-Systems
- Contract is worth a three-digit-million sum in Euros

## BPO SALES AND CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

### Alliance Data Systems

Alliance Data Systems' Epsilon to Provide Services to Kraft Foods

- Will provide a consolidated database and consumer data management environment; consumer address management; marketing campaign management; business intelligence, reporting and analytics capabilities; permission-based e-mail marketing services; and secure application and Web access to consumer database

### Firstsource

Firstsource Signs Three-Year Agreement with Unirush

- Will provide customer care services including call center and back-office management

### Sitel

Sitel to Handle Customer Feedback for Starbucks

- Will take calls at in Albuquerque, New Mexico location

## BPO TRANSACTION PROCESSING AND OPERATIONS

### Northern Trust

Northern Trust Wins Outsourcing Mandate from IFP Independent Franchise Partners

- Selected to provide investment operations services for more than \$1B in assets for London-based investment management start-up
- Will provide custody, trade services, fund accounting, transfer agency, performance measurement and client reporting

### State Street

State Street Appointed by Wellington West Asset Management to Provide Investment Services for New Funds

- Will provide fund accounting, fund administration, custody and trustee services for a group of new funds being launched by Wellington West

## BPO GENERAL AND ADMINISTRATIVE FUNCTIONS

### HRO

#### Aon

Aon Consulting Sees Significant Wins Across Benefits Outsourcing Services

- Employee Benefits Outsourcing group added 13 new midsize and large market organizations in 2009
- Of the new clients, seven signed on for health and welfare services, three for defined benefit services, and three added both health and welfare and defined benefit administration

### TDS

German IT Outsourcing and HR Services Firm TDS Won a Contract from Unilever

- Under the agreement, the Fujitsu subsidiary will be responsible for all payroll-related tasks for 7,200 employees in Austria, Germany and Switzerland from January 1, 2011
- In addition, will implement and operate a new SAP human capital management (HCM) system, including an integrated time management solution
- SAP software will be run from its data centers in Germany and some Unilever employees will transfer to TDS as part of the agreement

## LEGAL PROCESS OUTSOURCING

### CPA Global

Microsoft Outsources Legal Work to India

- Began a pilot project in October and formally rolled it out at the end of 2009
- Team of between three and five qualified lawyers are handling multi-jurisdictional legal support work, including legal research
- Lawyers are based in CPA's offices in Gurgaon, near Delhi
- Has been handling basic IP and patent renewal work for Microsoft for five years, using a team of about 70 CPA staff
- Set to launch an outsourcing center in the U.K., which will take on low-level legal tasks and add to onshore outsourcing operations in the U.S.
- Expected to initially operate with 10 – 20 lawyers and paralegals, but the number is projected to increase to several hundred

## BPO GENERAL AND ADMINISTRATIVE FUNCTIONS

### LOGISTICS

#### SmartWay Logistics

Kimberly-Clark Europe Outsourced Transport Services

- Signed a long-term contract for transport management services

### PROCUREMENT

#### ICG Commerce

Pinnacle Foods Signs Procurement Agreement with ICG Commerce

- Under three-year contract, will support spend management across a range of categories, including advertising, logistics, capital equipment, and plant-related supplies and services

### GEOGRAPHIC EXPANSION

#### Aditya Birla Minacs

ABM Opens Global F&A Center in Chennai

- With more than 275 accountants, provides F&A solutions across all industry verticals, and Source-to-Pay solutions for the manufacturing and telecom verticals
- Center already provides clients with process support in accounts payable, accounts receivable and reconciliation
- Will soon provide financial planning and analysis, direct and indirect taxation, and other more judgment-driven processes

### FIS

FIS Announces Opening of Service Center in Manila, the Philippines

- New center will offer strategic outsourcing, call center and technology services to banking institutions
- Anticipates increasing staff at location from currently 150 to approximately 1,000 in the next 18 months

### HP

HP Opens First Ever Wind-Cooled Data Center

- The 360,000-square-foot facility at Wynyard is half complete, with four data halls and room to create four more data halls as demand dictates
- Data center, started by EDS, sits in a blustery and chilly area about eight miles west of the North Sea in the northeast of England
- Facility contains eight 2.1-meter stainless steel and plastic intake fans to draw cool air

HP Best Shore India Launches ITO Service Center for EMEA Clients

- Bangalore-based HP Service Center will provide a full range of infrastructure outsourcing services including workplace services, global network services, information security services and data center services
- HP Best Shore India Center currently services one-fifth of all HP's ITO clients

## GEOGRAPHIC EXPANSION

### IBM

New IBM Data Center in North Carolina Engineered to Support Cloud Computing

- Data center will ultimately total 100,000 square feet at IBM's Research Triangle Park campus and is part of a \$362M investment to build new data centers in North Carolina
- Center currently hosts IBM's global Web site, ibm.com, and the IT operations of outsourcing clients such as the United States Golf Association

### Infosys

Infosys Opens \$8M Data Center in Melbourne, Australia

Infosys Opened First Rural BPO Unit in Asia Pacific on February 27

- Unit has a capacity of 200 people and is located in West Godavari district of Andhra Pradesh, India
- Eventually plans to have more than 4,000 seats in all its rural BPOs

Infosys to Put Up Three More New BPO Sites in the Philippines

- Creating an additional 2,000 local jobs this year while eyeing a new site by the second half of 2010
- Philippine operations account for just 5 – 6 percent of its entire revenue but that is expected to increase to 8 – 10 percent in 18 – 24 months
- Also expects a 100 percent growth in revenue by the end of its fiscal year in March 2010

### Intelenet

Intelenet Launches First Center in Mainland Europe

- The 150-seat facility in Krakow, Poland, will expand to 500 seats in about a year
- Facility will provide multilingual capabilities in Dutch, French, German, Italian, and Spanish to global clientele and will cater to several verticals especially the banking, financial services, and insurance and travel industries

### Qwest

Qwest Opens New Data Center in Washington, D.C.

- The 129,000-square-foot facility, currently supporting one federal government customer, will be equipped with network and hosting capabilities
- Features include server and database management including remote and on-site monitoring and management as well as on-site and centralized operations providing collocation, network and IT experts on-site

### StarTek

Philippine BPO Company Adds 2,100 Seats

- New site is almost twice as big as the company's 1,100-seat facility in Makati,
- Site provides mostly voice services, particularly basic customer care and technical support, and some order management

## GEOGRAPHIC EXPANSION

### Stream

BPO Firm Eyes 1,500-Seat Expansion within 60 Days

- Seeking to open one or two new sites during the first half of the year
- Seeks to eventually employ as many as 50,000 people, up from its current base of about 11,000
- Philippine operations contributed about 20 percent to global revenues, but contribution could grow to 30 – 40 percent

Stream Continues Global Expansion with Tunisia Site Opening

- A 550-seat facility in Le Kram will serve as an offshore solution center for European and French-Canadian clients
- Professionals in Tunis centers support Arabic and French languages for a variety of companies, such as telecommunications service providers, hardware and software manufacturers, and consumer electronics companies

### Sykes

Sykes Enterprises to Open Berlin Call Center

- Acquired Quelle's call center, which was closed in Quelle's liquidation
- About 500 people are expected to work at the Sykes Enterprises call center

## TCS

New Mexican Center from TCS

- Established a third worldwide delivery center in Querétaro, Mexico, and will hire 500 professionals for its new center during the current financial year
- New center will also provide contact center, IT infrastructure solutions, industrial and engineering services, and solutions based on exclusive TCS products to the clients

## Unisys

Unisys Opens Innovation Center in Bangalore

- Center will be used for product development, application and design
- Has development centers at Bangalore and Hyderabad and has about 2,900 employees in India

## MERGERS AND ACQUISITIONS

### ADP

ADP Network Services Acquires OneClickHR

- OneClickHR is a provider of HR software, training services and outsourced solutions
- Transaction is valued at approximately \$23.8M and will be funded from existing cash balances
- Acquisition will allow ADP Network to use OneClickHR software products to meet HR management needs and to sell OneClickHR's products in selected markets

## MERGERS AND ACQUISITIONS

### Dibon BPO

Dibon Acquires ARO Inc.

- Founded in 1986, ARO provides innovative solutions to the insurance, healthcare and financial services industries, leveraging proprietary industry platforms X-Dox, VT Audit and VT health tools; it supports both traditional and nontraditional life insurance and annuities
- ARO's services include sophisticated, higher end knowledge-based outsourcing solutions and integrated sales, administration support through its licensed agents in life, property and casualty insurance, and the healthcare sector
- Acquisition will enhance Dibon's capability to deliver end-to-end IT and business solutions for the insurance, healthcare and financial services industries

### Genpact

Genpact Acquires Symphony Marketing Solutions

- SMS has more than 1,200 employees in India and the U.S. with expertise in the retail, pharmaceutical and consumer packaged goods industries

- Concurrently, Information Resources, Inc., executed an eight-year contract under which SMS will provide end-to-end data management and analytics services to IRI

### RR Donnelley

RR Donnelley to Acquire Bowne for \$481M in Cash

- Combination with Bowne — which has operations in North America, Latin America, Europe and Asia — will expand and enhance the range of services offered to its customers, while also creating an opportunity to provide products to Bowne's clients
- Bowne, headquartered in New York, had revenues of approximately \$675M during 2009 and offers digital one-to-one printing services for healthcare, transactional communications, financial services, marketing communications and other applications

### Sykes Enterprises

Sykes Enterprises Acquires ICT Group

- Each outstanding share of ICT Group common stock was converted into the right to receive \$7.69 in cash — without interest — and 0.3423 of a share of Sykes common stock

## CORPORATE SOURCING ROLES — SERVICE PROVIDERS

Company	Appointee	Role	Prior Roles
Accenture	Goh Aik Meng	Managing Director of Malaysia	Accenture's Resources Industries operating group Managing Director for Greater China
Atos Origin	Alexandre Gouvêa	Chief Executive Officer for Brazil and Latin America	SVP of operations with Orange Business Services and 20 years as an executive with Orange, Equant and Embratel
Capgemini	Joe Moye	Chief Executive Officer of Capgemini Government Solutions	Head of the public sector leadership team in the U.S., founder and CEO of Gazelle Consulting and multiple positions with Sequent Computer Systems and Unisys
Convergys	Jeff Fox	President and CEO	Principal of The Circumference Group, COO of Alltel Corporation, Alltel's Group President-Shared Services for four years, Group President-Alltel Information Services for seven years and 12 years in investment banking at Stephens Inc. and Merrill Lynch
CSC	Peter Allen	President of Global Sales and Marketing	President of strategy and business development for CSC's Managed Services Sector, partner and managing director for TPI and chairman/CEO of Data Dimension
CSC	Andy Purdy	Chief Cybersecurity Strategist	President of DRA Enterprises, partner with the law firm of Allenbaugh Samini Gosheh, LLP and co director of George Mason University's International Cyber Center
CSC	Carlos Solari	Vice President, Cyber Technology and Services	VP for Security Strategy and Solutions; VP, Quality, Security and Reliability with Alcatel-Lucent along with CIO at the Executive Office of the President

Company	Appointee	Role	Prior Roles
Cushman & Wakefield	Glenn Rufrano	President and Chief Executive Officer	CEO of Australian-based Centro Properties Group, CEO of New Plan Excel Realty Trust Inc. from 2000 to 2007, cofounder of The O'Connor Group and more than five years at Landauer Associates Inc.
Dell Perot Systems	Jack Stem	VP for Defense Department sales	Director of logistics business development for CSC's DOD practice
Genpact	Mohit Bhatia	CFO	N/A
Getronics	Andreas Ziegenhain	Member of the Board of Management	CEO of Siemens IT Solutions and Services – Germany, CEO for Latin America and Asia (SIS) and seven years at McKinsey
Grubb & Ellis	James Cobb Jr.	Senior Vice President, Financial Services Asset Management	Principal at BWAB Real Estate Ventures and senior director at L.J. Melody & Company
HP	Joe Eazor	SVP of Corporate Growth Initiatives in the Office of Strategy and Technology	Leader of HP Enterprise Services
HP	Tom Iannotti	Leader – HP Enterprise Services	Managing Director and SVP of Americas and Enterprise Business at HP
IBM	Philippe Jarre	General Director of IT services operations in France	General director for IBM's business continuity and resiliency services at group level and before that VP of IBM's global integrated technology services
Kenexa	Kevin Horigan	President of Global HR Technology	SVP at SAP along with executive positions at PeopleSoft, OutlookSoft, Sand Technology Systems and Oracle Corp.
Liberata	Lee Nicholson	Sales & Marketing Director	Business Development Director, Technology Services for Serco Civil Government

Company	Appointee	Role	Prior Roles
Mercer	David Anderson	Managing Director and Market Leader for Australia/New Zealand	Leader – Asia Pacific Outsourcing business
Mercer	Sandy McCarthy	Leader – Asia Pacific Outsourcing business	Member of the founding executive team of CitiStreet and eventually President and a member of the Board
Mercer	Peter Promnitz	Region Head for Asia Pacific	Dual role of Managing Director and Market Leader for Australia/New Zealand and Region Head for Asia Pacific, MMC Chairman for Australia
Mercer	Steve Smith	U.K. Head of Human Resources	Head of Human Resources for Alliance Trust plc and Group HR Director at Aberdeen Asset Management
Pitney Bowes	Joseph Timko	EVP and Chief Strategy and Innovation Officer	Partner in the Technology/Telecom and Industrial Sector practices at McKinsey & Company, and 14 years at AT&T Bell Laboratories and Lucent Technologies in a variety of technology and product roles
Sitel	Tim Schuh	General Manager, Northern EMEA	COO, North America; VP Roles in Operations, Sales and Solutions Consulting with APAC Customer Services; and Director roles in Finance, Operations and Information Technology with ITI Marketing Services
Stream Global Services	Michelle Brown	VP of Product Management	VP of service delivery at eTelecare, VP of client services for a sales and relationship management organization and numerous positions in sales and marketing consultancies
Stream Global Services	Deborah Keeman	Vice President of Learning and Development	VP of marketing for Enterprise Mobile, 3Com; and VP of marketing for Stream International

Company	Appointee	Role	Prior Roles
Syntel	Prashant Ranade	Chief Executive Officer and President	President and CEO of Siemens Logistics & Assembly Systems, Inc.
T-Systems	David Andrews	North America Management Board and VP of ICT-Operations	T-Systems account executive for Volkswagen in the Americas and Africa regions as well as the managing director of T-Systems Argentina and Head of Service Management and Desktop Services for T-Systems UK
T-Systems	Wouter Knoester	Director of ICT Operations in the Netherlands	Headed project management operations at T-Systems and worked at KPN
Tieto	Rajat Chauhan	Country Manager of Tieto India	Positions with IBM Daksh and lead analyst at Fujitsu ICIM
Tieto	Patrick Lui	Country Manager of Tieto China	Member of original executive team of Suzsoft and led material sourcing and costing solutions at Agile Software
Trammell Crow Company	Daniel Queenan	President, Central Operations	President and CEO of Opus North Corporation and VP of Development for Ryan Companies
Unisys	Dominick Cavuoto	President of Technology, Consulting and Integration Solutions Business	President of Worldwide Consulting and Integration Services within TCIS, President of the financial services practice, President of Worldwide Services Operation, CEO of Callabera and leadership roles at KPMG, J.D. Carreker and Bankers Trust
Vertex	Paul Abel	Global Head of Business Development and Strategy	Partner in the Utilities and Energy practice Accenture, 12 years with Cap Gemini Ernst & Young in various senior executive roles as well as a number of regional CFO roles
WNS	Keshav Murugesh	Chief Executive Officer	Chief Executive Officer of Syntel and a range of posts at ITC Limited