

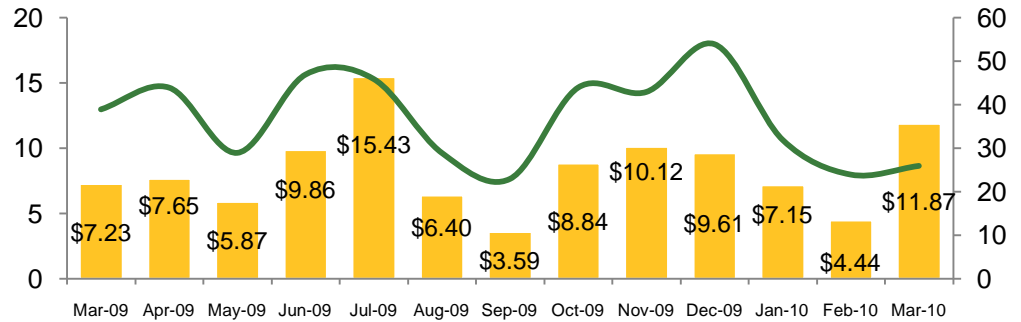


# The Gradient

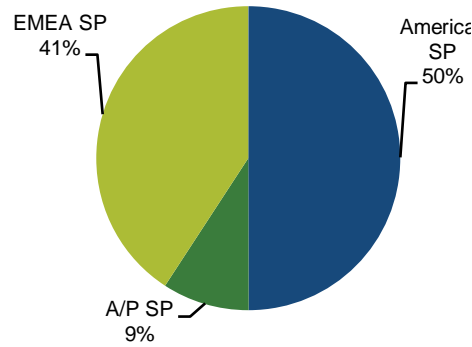
## INSIDE THIS ISSUE

- [1 Summary of Volume and Market Share](#)
- [3 Americas-Based Service Provider News](#)
- [4 Asia-Pacific-Based Service Provider News](#)
- [5 EMEA-Based Service Provider News](#)
- [8 BPO Transaction Processing and Operations](#)
- [9 BPO General and Administrative Functions](#)
- [10 Geographic Expansion](#)
- [12 Mergers and Acquisitions](#)
- [15 Corporate Sourcing Roles — Service Providers](#)

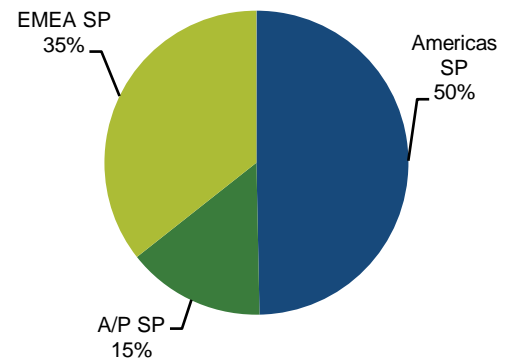
Industrywide Awards (\$B) > US\$50M (Monthly View)



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



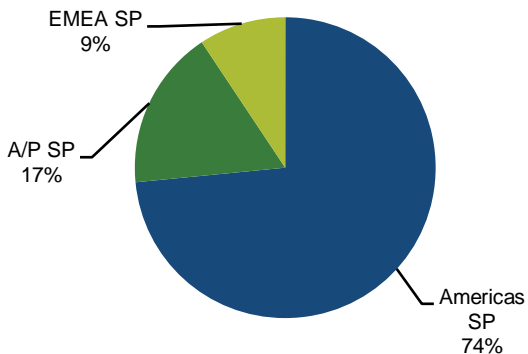
BPO Market Share  
TCV: Industrywide Awards ≥ US\$25M



- Japan SP consists of Fujitsu, Hitachi, NEC, etc.
- All market share data is for 2010 YTD.

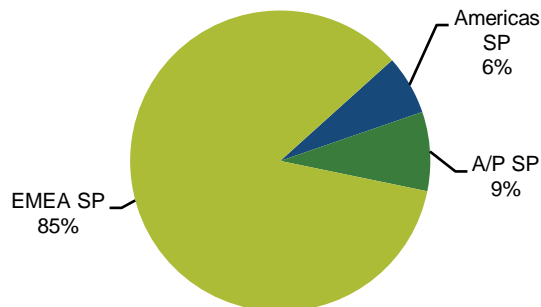
## Americas Market Share

TCV: Industrywide Awards  $\geq$  US\$25M



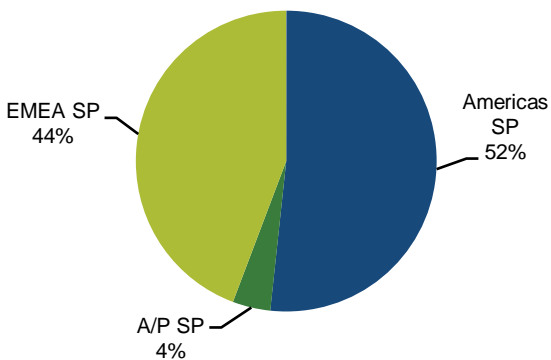
## Asia-Pacific Market Share

TCV: Industrywide Awards  $\geq$  US\$25M



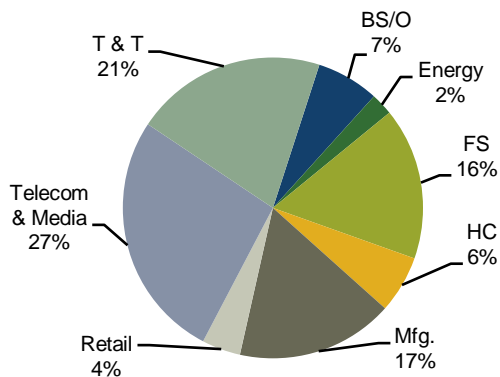
## EMEA Market Share

TCV: Industrywide Awards  $\geq$  US\$25M



## Market Share by Industry

TCV  $\geq$  US\$25M



- Japan SP consists of Fujitsu, Hitachi, NEC, etc.
- 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.)

#### CGI

Tufts Health Plan Selects CGI to Provide Application Development, Support Services

- Seven-year agreement covers application development, modernization and support services

#### CSC

BlueScope Steel Renews IT Services Contract with CSC

- Will continue to manage and deliver IT services such as consulting, applications development and support, disaster recovery, systems integration and end-user services on a variety of technology platforms for the Australia-based manufacturer of steel products

CSC Signs Five-Year IT Services Contract Extension with United Technologies

- Extension adds more than \$1.5B in value to current contract, which now runs until December 2019, and provides opportunity to expand into new geographies with a potential new business value of an additional \$300M
- Under the extension, will continue to provide IT infrastructure support for UTC in 22 countries, supporting 110,000 desktops as well as UTC's server and mainframe requirements
- Original contract was awarded in 1999 for IT infrastructure and applications services for approximately 50,000 desktops in North America, and it currently supports 110,000 desktops in 22 countries

#### IBM

IBM Signs IT Services Contract Extension with Carlsberg

- Will continue to provide IT services for 10 subsidiaries in Europe and will support the Danish company in further centralizing IT operations and services delivery
- Will build a new SAP infrastructure incorporating IBM POWER7 hardware, XIV storage and System x servers
- New contract extends original agreement signed in 2005 until the end of 2016

Maritime Commercial Bank Signs Contract with IBM Vietnam

- Will provide bank with new services, solutions and products relating to banking technology information
- Will also send experts to support bank in building and developing IT plans and in strengthening IT human resources

#### TechTeam

TechTeam Renews Outsourcing Contract with American Community

- Will continue to provide network and server monitoring and management, desktop management, help desk services and asset management
- Also implementing the CA Service Desk Manager toolset, which supports IT Infrastructure Library processes including incident, request, problem, change and configuration management

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

**Verizon**

Verizon Builds Borderless Enterprise Network for Aon

- Under the three-year \$70M agreement, will provide a modern, managed IP network to support integrated communications and IT services to equip 36,000 Aon colleagues across 500 locations
- Services will include VoIP, data center services, application hosting and remote application hosting, and IP-based contact center services
- Also as part of the contract, will provide strategic planning, network design and security assessment services

**Xerox**

Fiat Group Awards Worldwide Managed Print Services Contract to Xerox

- Contract runs five years and will begin in Belgium France, Germany, Italy and the U.S.
- Next phase includes managing the printing tasks of other countries in which the Fiat Group operates

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

**Genpact**

Genpact Wins Five-Year Contract from Bengal Aerotropolis Projects Limited

- Will provide a hosted IT application and infrastructure services model
- Will further help design and implement a pay-as-you-go business platform (based on Oracle's R12 platform) that will provide BAPL with land management, sourcing and financial management functionality

Genpact Signs Multi-Year Contract in China

- Will provide Hello Communications, a subsidiary of Hikari Tsushin, with customer relationship management, F&A, IT infrastructure support and back-office processing from delivery centers in China
- Involving 100 – 200 people initially, the agreement will run for a period of 3 – 5 years and is estimated to be worth between \$20M and \$40M
- Currently has a headcount of 3,500 at three centers in China

**HCL**

HCL Signs Three-Year Contract with U.K.-Based Utility

- Will provide end-to-end business acquisition and support services for its boiler, insulation services and energy saver products business
- Estimated value is about \$30M

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

### NIIT Tech

#### NIIT Tech Wins Vietnam IT Contract

- Secured contract to support the cargo-handling operations at Vietnam's Tan Son Nhat International Airport

### TCS

#### Malaysia Airlines and TCS Sign Agreement for IT Infrastructure Services

- Will undertake management of data centers, IT networks and IT security under a five-year contract
- Will also set up an ITIL V3 compliant service management organization under a unique "Build, Operate and Transfer" methodology

### Tech Mahindra

#### Mahindra Satyam Signs New Four-Year Offshore Contract with KMD

- Extension with Danish IT company is worth approximately \$48M
- Scope of contract is application development, testing and support services
- Application development work will primarily include SAP plus other technologies such as Mainframe applications, .NET, Java, BizTalk, WebLogic, PL/1, SharePoint and MQ Series

### Wipro

#### Wipro Enters into Strategic Partnership with Main Street America

- Seven-year agreement to provide applications development, maintenance and quality assurance using CMMi Level 5 quality services
- Will support Main Street America's Personal Lines business on its Main Street Station and legacy platforms
- In addition, will also support Main Street Station commercial lines and bond-processing systems and bring service level improvements

## EMEA-BASED SERVICE PROVIDER NEWS

### (Contract Signings, Alliances, etc.)

### Accenture

#### NBN Awards Accenture Five-Year, \$23M HR Services Contract

- Will provide company established to deliver the national broadband network in Australia with HR administration, records management, recruitment administration and performance, and rewards administration

### Alcatel-Lucent

#### Orange Austria Signs Extension with Alcatel-Lucent to Manage Network

- Three-year contract has an option for five additional years and will take effect on January 1, 2011
- Services include management, operation and maintenance of the entire multivendor mobile network of Orange Austria, which serves more than 2.1 million subscribers

## EMEA-BASED SERVICE PROVIDER NEWS

(CONTRACT SIGNINGS, ALLIANCES, ETC.)

### B-Source

Generali Group Switzerland Extends IT Outsourcing Agreement with B-Source

- Under extension, which runs until 2014, will operate and maintain IT services for the insurance group and take over related IT processes

### BT

BT Wins Services Transaction with Cameron International Corporation

- Under the three-year, \$12M renewal, will provide Cameron — which makes flow control equipment for the oil and gas industries and is based in Houston, Texas — with a range of services, including support for video, voice, data and high-speed Internet systems
- In addition, will continue to manage MPLS backbone network spanning more than 130 sites in the U.S., the U.K., the Middle East and Asia Pacific
- Will also help integrate the business operations of a recently completed acquisition, the NATCO Group, onto a single IT network platform

BT, Deutsche Post DHL Sign Agreement for Communications Services in Asia Pacific

- Under a five-year agreement, valued in double-digit millions of pounds, will provide a managed services solution for telecommunications infrastructure in 15 countries and more than 1,000 sites across Asia Pacific
- Includes regional operations of the DHL Global Forwarding, DHL Express, DHL Supply Chain, Global Mail and Global Business Services divisions
- Will implement a fully managed network with central help desk, third-party vendor management, managed security services, fixed voice and data services, and end-to-end service level agreements

### Capgemini

Largest Dutch Non-Food Retailer Awards Capgemini Major Extension

- Collaborating on the implementation of a new SAP platform and will continue to provide IT services
- Extends the relationship until 2015

Virgin Trains Renews Contract with Capgemini UK

- IT contract covering mainframe-to-desktop is worth multimillion pounds for the three-year period to 2013
- Will manage entire IT infrastructure supporting core business systems, including financial and key operational systems such as train and crew scheduling and rostering, and the catering management system
- Systems are based on more than 100 network servers now located in two data centers in Rotherham, Yorkshire
- Contract also includes desktop and laptop management and support services for approximately 1,000 staff at 42 locations across the U.K.

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

### Ericsson

Ericsson Wins \$1.3B Outsourcing Project with Bharti Airtel

- Manages Bharti's networks in 15 of 22 telecom circles in India
- Agreement will enable Airtel to put in place a converged network and expanded coverage in rural India

Ericsson Nikola Tesla and BH Telecom Sign \$9.8M Contract

- Will provide support services and maintain entire network over the next two years for Bosnia-Herzegovina's telecommunications company

### Orange

TechTeam Global and Orange Business Services Sign New Five-Year, Multimillion-Dollar Contract

- Scope covers global contact center and Business Talk Global services, both based on Business VPN, a fully managed, secure, global IP infrastructure
- In addition, will provide audio conferencing, Web conferencing, Network Interactive Voice Response and IS Maintenance services, and will support customer reporting and billing

### Swisscom

Jura Holding Signs IT Outsourcing Contract with Swisscom IT Services

- Five-year, full outsourcing agreement covers the operation of all IT workstations, data center, basic SAP services as well as application hosting and is worth more than \$9.5M
- Will operate 440 IT workstations, including printers, at 40 locations across Switzerland
- Will also operate both the service desk and the data center, and will provide basic SAP and application hosting services
- Swisscom Switzerland will provide local and wide area networks

Swisscom IT Services Wins Unia Contract

- Takes over responsibility for 1,160 IT stations plus service desk and printing services for the Swiss trade union
- Worth about \$16M, the contract will run until 2014

### T-Systems

T-Systems Wins Contract from MAN

- Three-year contract from utility vehicles manufacturer to enhance telematics applications via operating maintenance data portal and servers

SBB Signs IT Services Extension with T-Systems

- Extends IT services contract with Swiss railways operator until 2015
- Under the agreement, continues to manage and support SBB's central IT service

## EMEA-BASED SERVICE PROVIDER NEWS (CONTRACT SIGNINGS, ALLIANCES, ETC.)

### Xchanging

Xchanging Signs \$77M Three-Year Procurement Outsourcing Contract with Selex Galileo

- Will manage an annual spend of about \$26M on behalf of the defense electronics manufacturer's business in the U.K.
- Will consolidate spend management and help reduce overall noncore procurement costs
- Will be responsible for sourcing a number of spend categories including resourcing, learning and development, travel, protective clothing, office supplies, furniture, couriers and freight

## BPO TRANSACTION PROCESSING AND OPERATIONS

### BNY Mellon

BNY Mellon Trust & Depositary (UK) Appointed by CB Richard Ellis Investors

- Will act as custodian to CB Richard Ellis Investors' newly launched Property Authorized Investment Fund

### SEI

SEI Chosen by AlphaOne Capital Partners to Provide Operations Outsourcing

- Will provide a full range of services for AlphaOne's institutional and hedge fund accounts, including trade processing, investment accounting, daily cash and position reconciliations with custodians, daily and month-end performance measurement, and end-client reporting and billing
- Will also host and maintain the firm's order management system
- Additionally, will provide back-office services, including fund administration, accounting and investor servicing for two hedge funds
- Services also include full business continuity and disaster recovery capabilities

### State Street

British Airways Pension Trustees Retain State Street to Provide Investment Services

- Under the agreement, which covers more than \$21.5B in assets, will provide custody, accounting, performance measurement, securities lending, trade matching and cash management
- Has provided a range of investment services to British Airways since 1997

## BPO GENERAL AND ADMINISTRATIVE FUNCTIONS

### DOCUMENT MANAGEMENT

#### RR Donnelley

RR Donnelley Awarded \$375M Multi-Year Agreement by Cengage Learning

- Will help publisher deliver learning solutions for colleges, universities, instructors, students, libraries and other users under a portfolio of well-known company and imprint brands that include Brooks/Cole, Course Technology, Delmar, Gale, Heinle, Schirmer, South-Western and Wadsworth

RR Donnelley Awarded Multi-Year Agreement by Williams-Sonoma, Inc.

- Will produce the Williams-Sonoma, Williams-Sonoma Home, Pottery Barn and Pottery Barn Bed & Bath catalogs

#### Williams Lea

Royal Bank of Scotland Staff to Move to Williams Lea in Seven-Year, \$154M Transaction

- Will print and mail bank account statements and documents for RBS Insurance, which operates brands such as Churchill
- 275 workers, including 60 at Livingston base, will transfer to Williams Lea in August
- Most employees are based at Shepshed in Leicestershire, England

## FACILITIES MANAGEMENT

#### Jones Lang LaSalle

ANZ Renews and Expands Jones Lang LaSalle Property Services Contract

- Maintains existing Australian outsourcing relationship and expands services globally to London and New York and throughout the Asia-Pacific region
- Will provide integrated facilities management, real estate and leasing services, project management, specialized sustainability services and advisory services

## HRO

#### Ceridian

Fifth Third Processing Solutions Selects Ceridian for its HRO Needs

- Providing service center, HR compliance, payroll, health and welfare administration, time & attendance and leave administration, and learning and recruiting technology

#### Hays

Hays Resource Management to Deliver RPO to Misys

- Under three-year contract, will leverage team across the Asia-Pacific region with onsite personnel in Hong Kong and Beijing to recruit technical and functional specialists, project management staff, sales professionals and various support functions

## BPO GENERAL AND ADMINISTRATIVE FUNCTIONS

### LEGAL PROCESS OUTSOURCING

#### UnitedLex

BT Appoints UnitedLex to Provide Legal Support Services

- Will primarily assist BT's global legal teams in the commercial contracting and antitrust regulation fields

### GEOGRAPHIC EXPANSION

#### Accenture

Accenture Gears Up for Expansion in South Africa

- Plans to add 300 more people in the next six months to the 1,500 it already employs in South Africa
- Business in South Africa had shown consistent revenue growth — at a compound annual growth rate of 15 percent over the past five years
- Also represented in Angola, Botswana, Kenya, Mauritius, Morocco, Nigeria and many other African countries

#### Acxiom

Acxiom Opens Global Service Center in China

- Center in Nantong will provide extensive services that include software development, systems management, data analysis and statistical analysis to clients in China and around the world
- Facility is Acxiom's second GSC; first center is in Poland

#### Convergys

Convergys Hiring for More Than 1,000 Positions in Gurgaon, India

- Jobs are the result of new business from telecommunications and financial services clients
- New employees will provide a range of voice-based support to clients' customers

#### Genpact

Genpact to Open New Facility in Romania

- Facility in the Transylvanian city of Cluj-Napoca is expected to be operational by July 2010
- Expanded into Romania in 2005 with an operations center in Bucharest, and in 2007 established its first center in Cluj-Napoca

#### Patni

Patni Establishes New BPO Delivery Center in Texas for North American Customers

- New facility in El Paso was triggered by a multiyear, multimillion-dollar BPO contract with a leading healthcare technology and services provider
- When fully staffed, will employ 300+ professionals providing a wide range of insurance, financial services, finance and accounting, technical support and multilingual help desk services to North American clients
- Plans to expand offerings on site to deliver high-quality BPO services to a variety of industries, including life sciences, telecommunications, financial services, insurance and manufacturing
- Currently has three service delivery centers in the U.S. in Bloomington, Illinois; Milpitas, California; and Cambridge, Massachusetts

## GEOGRAPHIC EXPANSION

### Patni

Patni Computer Systems Opens New IT Delivery Center in Querétaro, Mexico

- Moving from temporary facility into a permanent location in a high-rise building at ITESM Technological Park of Tecnológico de Monterrey
- New center occupies 11,000 square feet, more than eight times the capacity of temporary location
- Plans to increase employment in the local facility to 200 by the end of 2010, with the bulk of the new hires coming from the local area

### State Street

State Street Opens New Headquarters in Ireland

- By the end of the year, the 165,000-square-foot building in Dublin will house more than 1,100 employees across global services and alternative investment solutions businesses
- Also has offices in Carrickmines, Drogheda, Kilkenny, and Naas, and more than 2,000 local employees

### Steria

Steria Bolsters Infrastructure Management Capability with a New Center in India

- Global delivery center in Noida will deliver a full portfolio of remote IT infrastructure management services including desktop, systems and network management
- Center will open with 200 full-time IT analysts and technology services professionals who already support Steria clients in the financial services and utility sectors

### Stream

Stream Global Services Celebrates Opening of New Service Center in Egypt

- New 800-plus seat center in Cairo will support global BPO services
- One of the first service centers in Egypt focusing on contact center outsourcing for North America and Europe, it offers services in Arabic, English, French, German, Italian, and Spanish

### TeleTech

Teletch to Open Call Center in Dijon

- New center in eastern France will lead to the creation of 600 jobs in the city
- Unit will be based in Unilever's former R&D center

### Wipro

Wipro Opens Global Delivery Center in Brazil

- With 350 employees, the center will extend IT and BPO services and serve about 20 clients in the region

Wipro Opens Development Center in Melbourne

- Center, which currently employs close to 130 people, will provide consulting, software development, testing and business process services to domestic and global companies in Australia, including Origin Energy

## GEOGRAPHIC EXPANSION

### Xerox

#### ACS Unveils Green Data Center

- \$3M, 4,500-square-foot facility in Telford, England, combines best-of-breed technology with the highest caliber green credentials
- Facility expands data center capabilities in Telford (now exceed 14,000 square feet)
- Took over the site in 1999 and employs more than 200 people in Telford with additional offices and data centers in London, Bristol and Altrincham, supporting more than 600 clients from both the private and public sectors

## CAPTIVES/SHARED SERVICE CENTERS

### Cytec

#### Cytec Industries to Open Shared Services Center in Riga, Latvia

- Center, which will open in the second half of 2010, will provide human resources, finance, information technology and procurement services (administrative and transactional) to Cytec facilities in the European and North American regions
- Intends to recruit approximately 125 people over a two-year period to work in the center

### DB Schenker

#### DB Schenker Asia Pacific Opens Shared Services Center in China

- Provider of mobility and logistics solutions opened first IT Shared Services Center at the Jiangsu Software Park in Nanjing
- 15,000-square-foot center will primarily pool IT functions such as application development, maintenance, application operations, information and communication technology infrastructure and help desk, for the DB Asia-Pacific organization and several countries in the region

## MERGERS AND ACQUISITIONS

### Aditya Birla Minacs

#### Aditya Birla Minacs Acquires U.K.-Based Compass BPO

- Will take over all the operations of Compass across the U.K., the U.S., the Middle East and in India, bringing Minacs' F&A employee strength to 600
- Founders of Compass — David McCullough and Mark Atkins — will join Minacs' management

## MERGERS AND ACQUISITIONS

### Aon

Aon Consulting to Acquire Division of J.P. Morgan Retirement Plan Services

- J.P. Morgan Compensation and Benefit Strategies provides compensation, retirement and health care actuarial services, with significant expertise in compliance, financial modeling and other key actuarial-based solutions related to employee benefits plan designs
- Agreement enhances benefits consulting intellectual capital in key areas, including pension actuarial and advisory services
- Expertise extends nationwide, with offices in 13 markets, such as Boston, Chicago, Dallas, Denver, Los Angeles, New York, St. Louis and San Francisco

### AT&T

AT&T Buys 8 Percent Stake in Tech Mahindra for \$197M

- Acquired 9.87 million shares of Tech Mahindra through off-market purchase
- Transaction is part of an agreement between Tech Mahindra and AT&T signed in 2005 before the Indian company became publicly listed
- BT Group, owns 31 percent in Tech Mahindra and is also the largest customer, accounting for about 40 percent of its revenue
- U.K.-based telecom company has been looking to sell part of its 31 percent stake in Tech Mahindra for about a year, while Tech Mahindra has been trying to lessen its dependence on BT

### BNY Mellon

BNY Mellon Agrees to Acquire BHF Asset Servicing GmbH

- Acquired from BHF-BANK Aktiengesellschaft and Sal. Oppenheim jr. & Cie. S.C.A. for \$343M
- Transaction includes BHF Asset Servicing's wholly owned fund administration affiliate, Frankfurter Service Kapitalanlage-Gesellschaft mbH (FSKAG)
- BHF Asset Servicing and FSKAG will become part of BNY Mellon's Asset Servicing business
- Combined German business will have \$642B in assets under custody and administration and a depot banking volume of \$163B
- Acquisition expands capabilities to encompass German domestic custody and KAG fund administration

### Capgemini

Hindustan Unilever Exits Capgemini Business Services

- Consumer goods manufacturer divested remaining 49 percent stake in Capgemini Business Services (India), earlier known as Unilever India Shared Services (UISSL)
- In September 2006, Hindustan Unilever and Capgemini agreed that the former would sell its 51 percent controlling stake in UISSL to the latter
- In October 2006, both parties further agreed for dilution of the balance 49 percent stake of Hindustan Unilever in favor of Capgemini by March 31, 2010

## MERGERS AND ACQUISITIONS

### Capita

#### Capita Snaps Up IT Company Ramesys

- Bought firm from Lloyds Banking Group for \$23M
- Ramesys is based in Nottingham, England and has about 300 employees

### Convergys

#### Convergys Announces Sale of Its HR Management Business to NorthgateArinso

- Terms include approximately \$85M in cash at closing and \$15M in cash over three years
- NorthgateArinso, one of the largest HR service providers in the world, has about 5,000 staff members
- NorthgateArinso will offer employment to the approximately 2,300 employees of Convergys' HRM line of business

### Intelenet

#### Intelenet Buys Back-Office Operations of FirstGroup

- Through acquisition, estimated at \$69M, will provide ticket issuing, customer management, and back-office processing across rail franchises including First ScotRail, First Capital Connect and First Great Western
- Will take over FirstInfo's two contact centers in Fort William and Plymouth

### Teleperformance

#### Teleperformance Expands in Turkey

- Acquired 75 percent of the Metis Group, one of the outsourced contact center leaders on the Turkish market
- Metis, with expected 2010 revenues of approximately \$16M, operates from two call centers in Istanbul and one in Uşak, which together employ almost 900 agents

### West Corporation

#### West Corporation Bolsters Offering with Acquisition of SKT Business Communication Solutions

- SKT BCS is a professional services firm specializing in consulting, project management and implementation of unified communications and IP telephony, legacy telecommunications systems, virtualization and communications-enabled business processes
- SKT BCS will be a part of West's Unified Communications segment

## CORPORATE SOURCING ROLES — SERVICE PROVIDERS

Company	Appointee	Role	Prior Roles
Accenture	George Son Keng Po	Philippines Lead, Delivery Center Network for Technology	N/A
Accenture	Manolito Tayag	Country Managing Director – Philippines	N/A
Alcatel-Lucent	Vivek Mohan	President – Services Business	Head of business in India, headed services organization for South Asia region, led the Asia-Pacific supply chain operations for Lucent Technologies and supported global business restructuring for Lucent's optical networks group
Aon Consulting	Linda Culliton	Northeast Key Account Management Leader	Global account executive at Hewitt, national practice leader for the integrated health and absence management programs for Mercer and 10 years with General Electric
Aon Consulting	Jennifer Daniels	Vice President of U.S. Marketing	Founder and managing director of Visient, LLC, a marketing and design agency
Atos Origin	Peter Verkoulen	Vice President – Energy & Utilities	Principal consultant at EquaTerra, Vice President Strategic Sourcing and Business Development at Atos Origin and a scientist for Applied Information Technology at the University of Eindhoven and Twente
BT Global Services	Olivier Campenon	CEO – BT Global Services France	Head of the Middle East, Africa, Scandinavia and Central & Eastern Europe
Capgemini	Cyril Garcia	Strategy Director	Head of Business Development for Capgemini Consulting France, VP responsible for public sector in Cap Gemini Ernst & Young

Company	Appointee	Role	Prior Roles
CB Richard Ellis Group	Gil Borok	Chief Financial Officer	CAO and CFO of Americas operations, previously Corporate Controller
CSC	Gavin Larkings	President of CSC's Australian operations	VP of service delivery with CSC's Managed Services Sector for EMEA and VP of service delivery in the Australian region
Dell Services	Anurag Jain	Head – Dell Services Delivery Group	Head of Applications Solutions and Insurance and Business Process Solutions at Dell Services
EDB	Thorolf Thorstensen	Acting EVP – IT Operations	N/A
EXL Service	Rembert de Villa	Head of Partnerships and Alliances	Managing Principal and Head of Transformation
First Data	Joe Forehand	Chairman and Interim CEO	Senior advisor at KKR, and chairman and CEO at Accenture
Fujitsu	Masaki Kajiyama	President – Fujitsu Systems Business Thailand	President of Fujitsu Asia; General Manager – Global Accounts Business Unit, Global Accounts Sales Division; and Director of Computer Business Group, Global Account Sales Division
Hewitt	Tim Powell	MD – Australia and New Zealand	Partner at Accenture and leadership roles with Deloitte and KPMG
Integreon	Allen McNee	Senior Vice President of Enterprise Sales	President of document management services for Merrill Corporation and sales head for Merrill Legal Solutions
Liberata	Melanie Whitfield	HR Director	Deputy Director of Workforce Strategy for the Cabinet Office, People Director for Prudential, Head of HR Operations for EDS and Head of HR Operations & ER for both Gatwick and Heathrow Airports
Patni	Alison Fry	Human Resources Director for EMEA	Joins from Real HR Consulting

Company	Appointee	Role	Prior Roles
PlatformOne	Henry Hardin III	President	SCI Group Founder and CEO
PlatformOne	Deb Hubbard	Chief Financial Officer	N/A
PlatformOne	Sam Nagia	Chief Operating Officer	N/A
PlatformOne	Eric Nazarian	Chief Information Officer	N/A
StarTek	Rod Spires	Managing Director – Philippines	VP of operations for Sitel and senior positions with Sykes
Unisys	Phil Heggie	VP, GOIS Global Sales, Asia Pacific	Worked for EDS, Accenture, and Siemens; managed his own IT consulting firm; head of global outsourcing for Unisys EMEA region; and VP and GM of Unisys outsourcing business in Asia Pacific
Unisys	Scott Whyman	VP and GM, Global Outsourcing and Infrastructure Services, Asia Pacific	VP and GM for Unisys Asia, sales and general management roles within Unisys Australia and New Zealand, managing director of the PCS Group and divisional CMO for Australian Consolidated Press
Williams Lea	Deb Dulsky	CEO of Marketing Solutions Business Division	SVP of Business Development and Client Solutions with Affinion Group, and COO and Partner at Total Fulfillment Services
Wipro	Mark Fleming	Head of Telecom, Media and Technology	Partner at Accenture
Wipro	Pratik Kumar	CEO – Infrastructure Unit	EVP – Human Resources