

2009 Top Financial Services and Investments Knowledge Process Outsourcing Vendors, Black Book Survey 2009 Results

<https://marketpublishers.com/r/2CCCE8AD334EN.html>

Date: January 2010

Pages: 38

Price: US\$ 2,500.00 (Single User License)

ID: 2CCCE8AD334EN

Abstracts

In 2009, the Black Book KPO investments industry user survey investigated over 182 contracts held by 740 of the top spending brokerages, investment banks, capital markets and financial conglomerate corporations globally.

In order to rank the organizations, 18 key performance indicators (KPIs) or criteria are employed, scored on each respective vendor by client type and ranked on a 0–10 scale per KPI.

Key findings

Key finding: most important customer satisfaction KPIs

Customization, integration/implementation and vertical expertise are the most important attributes influencing KPO investment clients' satisfaction with their 2009 outsourcing providers.

Key finding: vendor dissatisfaction is uncommon in the KPO industry among top ranked suppliers

Strong dissatisfaction is uncommon in this niche KPO sector, occurring in only 2.6% of hedge fund industry client types, 2.9% in investment banking clients, and 3.8% in equities research clients globally.

UK and US clients are among the most satisfied with KPO services delivery. Strong dissatisfaction with offshore outsourcing vendors was less than 6.3% of all surveyed

clients with 2009 projects.

Key finding: comprehensive services vendor arrangements from a comprehensive/end-to-end KPO investment vendor produces the highest satisfaction rates

Single vendors offering comprehensive research services to corporate clients ranked highest in the overall survey by clients.

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Key findings

2009 KPO investment industry – top honors overall

2009 KPO investment industry – top vendors by function

BLACK BOOK METHODOLOGY

How the data sets are collected

Understanding the statistical confidence of Black Book data

Who participates in the Black Book ranking process

KPO investments vendor rankings and results 2009

HIGH GROWTH KPO INVESTMENT SECTORS

TOP

KPO INVESTMENT VENDORS

STOP LIGHT SCORING KEY

Operational excellence of KPO investment vendors

OVERALL KPI LEADERS

Top score per individual criteria

Outsourcing vendors with most top individual criteria scores

INDIVIDUAL KEY PERFORMANCE

APPENDIX

Orbys consulting

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COMPANIES MENTIONED

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Integreon,
Amba Research,
Copal Partners,
Fusion Outsourcing India,
Fractal Analytics,
Data Churn,
Gateway Infotech,
SG Analytics,
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