

2009 Top Indian Offshore Applications Development and Management Outsourcing Vendors, Black Book Survey 2009 Results

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Abstracts

In 2009, the Black Book IT ADM outsourcing client/user survey investigated over 850 contracts held by 2,217 of the top outsourced ADM spending corporations and organizations globally.

Key findings

Key finding: most important customer satisfaction KPIs

Customization, interfaces, reliability and deployment are the most important attributes influencing client companies' satisfaction with their ADM outsourcing providers.

Key finding: ITO infrastructure vendor satisfaction is highest among mid-market vendors

Clients with annual revenues from \$100m to \$1 billion are significantly more satisfied with their ADM outsourcer than are large market cap clients. Strong satisfaction in the mid-market segment surged to 82.5% in 2009, while large market (\$1 billion-plus in annual revenues) maintained a strong satisfaction in 74.8% of all clients.

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TOP 20 INDIAN ADM VENDORS

STOP LIGHT SCORING KEY

Operational excellence of Indian ADM vendors

OVERALL KPI LEADERS

Top score per individual criteria
Top score per individual criteria

INDIVIDUAL KEY PERFORMANCE

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