Everest Group®

BLUE PAGES DIRECTORY OF RESEARCH AND EVENTS

May 2023

Webinars



Welcoming the Al Summer: How Generative Al is Transforming Experiences | June 6

REGISTER NOW



Winning Employer Value Propositions: Strategies from Top GBS Employers | June 13

REGISTER NOW



5G Adoption in APAC: Navigating Challenges and Maximizing ROI | June 20

REGISTER NOW

FEATURED RESEARCH

From Efficiency to Responsibility: How Enterprises Are Leveraging Technology to Drive Sustainability | State of the Market Report

READ MORE >>

Enterprises worldwide have started recognizing the importance of sustainability as a value driver and are adopting a triple-bottom-line approach, which focuses on people, the planet, and profit, to realize their business goals. Technology is fast evolving as the key enabler for sustainable and responsible business models, with significant adoption of AI, IoT, predictive analytics, and blockchain for many use cases in the sustainability services market.

Presently, the planet aspect of sustainability is garnering maximum industry focus, with providers designing net-zero strategies, offering climate risk assessment and auditing, and assessing product life cycles.

This report captures the current state of the sustainability technology and services market and emphasizes the importance of striking the right balance between sustainable IT and IT for sustainability.

See the complete list of reports >>

See the complete list of on-demand webinars >>

Blogs



RSA 2023 Conference Sizzles with Focus on Artificial Intelligence for Cybersecurity

READ ON



The Power of Purpose: How Impact Sourcing Specialists are Transforming Lives

READ ON

UPCOMING RESEARCH

- Intelligent Document Processing (IDP) Playbook
- Intelligent Automation Platforms
- Microsoft Dynamics 365 Services PEAK Matrix[®] Assessment 2023
- 5G Engineering Services PEAK Matrix[®] Assessment 2023
- Transforming the Life Sciences Commercial Function with AI and Augmented Analytics
- Purpose-led Digital Transformation to enable Business Growth
- Continuous Discovery Playbook 2023
- Reaping Success from an End-to-End Approach to Clinical Development
- Future of Wealth Management
- The Growing Importance of Outsourcing in Life Sciences Revenue Management



Contents

Amazon Web Services (AWS)	4
Application Services	5
Artificial Intelligence (AI)	6
Asset and Wealth Management	7
Banking and Financial Services Business Process	8
Banking and Financial Services Information Technology	g
Catalyst™	10
Clinical Development Technology	11
Cloud and Infrastructure	12
Contingent Staffing	13
Contingent Workforce Management	14
Conversational AI	15
Customer Experience Management (CXM) Services	16
CX Excellence	17
CXM Technology	18
Cybersecurity	19
Data and Analytics	20
Digital Adoption Platforms (DAP)	21
Digital Engineering Services	22
Digital Services	23
Digital Workplace	24
Employee Experience Management (EXM) Platforms	25
Employer of Record (EOR)	26
Engineering Services	27
Enterprise Platform Services	28
Exponential Technologies	29
Finance and Accounting	30

Financial Services Technology (FinTech)	3′
GBS/SS Talent Excellence	32
Global Business Services	33
Google Cloud	34
Healthcare Business Process	35
Healthcare Information Technology	36
HealthTech	37
Human Resources	38
Insurance Business Process	39
Insurance Information Technology	4(
Insurance Technology (InsurTech)	4
Insurance Third-Party Administration (TPA) Services	42
Intelligent Document Processing (IDP)	43
Interactive Experience (IX) Services	44
IT Services Excellence	4.
IT Talent Excellence	46
Life Sciences Business Process	47
Life Sciences Commercial Technologies	48
Life Sciences Information Technology	49
Locations Insider™	50
Market Vista™	5
Marketing Services	52
Microsoft Azure	53
Modern Application Development (MAD)	54
Mortgage Operations	55
Multi-country Payroll	56
Network Services and 5G	5
Oracle Services	58
Other publications	59





Contents

Outsourcing Excellence	60
Process Mining	61
Process Orchestration	62
Procurement and Supply Chain	63
Recruitment	64
Retail and CPG IT Services	65
Retirement Technologies	66
Revenue Cycle Management	67
Rewards and Recognition	68
SAP Services	69
Service Optimization Technologies	70
Software Product Engineering Services	71
Supply Chain Management (SCM) Services	72
Sustainability Technology and Services	73
Technology Skills and Talent	74
Trust and Safety	75
Value and Quality Assurance (VQA)	76
Webinars	77
Work at Home Agent (WAHA) Customer Experience Management (CXM)	78





Amazon Web Services (AWS)

<u>Cautious Optimism Amid Disruption – 2023 Key Issues, Enterprise IT Perspective</u> | March 2023 | Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

System Integration (SI) Capabilities on Amazon Web Services (AWS) Provider Compendium 2022 | September 2022

System Integration (SI) Capabilities on Amazon Web Services (AWS) PEAK Matrix® Assessment 2022 | August 2022

<u>Cloud Hyperscalers: A Critical – But Not the Only – Building Block of Enterprise IT | June 2021 System Integrator (SI) Capabilities on Amazon Web Services (AWS) Compendium 2021 | November 2020 System Integrator (SI) Capabilities on Amazon Web Services (AWS) PEAK Matrix® Assessment 2021 | November 2020</u>





Application Services

IT Service Provider of the Year - 2023 | April 2023

Low-code Application Development Services
PEAK Matrix® Assessment 2023 | April 2023

Hitting the Bullseye: Getting Multi-cloud Application Development Right | April 2023

Webinar Deck: How to Achieve More from Less: Maximizing Value from Applications | April 2023

<u>Cautious Optimism Amid Disruption – 2023 Key Issues, Enterprise IT Perspective</u> | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Future of Enterprise Quality | January 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

<u>Design and Prototyping Tools - Taking Center Stage</u> <u>in Building Human-centric Software Products</u> | November 2022

<u>Application Services: Time to Revive Quality</u>
Assurance with an Evolved Vision | October 2022

<u>Understanding Observability and Measuring Its Value</u> <u>in IT Operations</u> | October 2022

<u>Multi-cloud Application Development – Service</u> <u>Provider Compendium 2023</u> | October 2022

<u>Multi-cloud Application Development Services</u> <u>PEAK Matrix® Assessment 2022</u> | September 2022

Webinar Deck: Low Code for Digital Transformation - Debunk the Myths and Explore the Possibilities | August 2022

<u>Decoding Transformation Success Factors: Battling</u> the Talent Crunch with a Technology-first Strategy | July 2022

Technology as a Strategic Differentiator in an Organization's Growth | June 2022

Enterprise Pulse 2022: Solving the Talent Conundrum around Availability, Attrition, and Reskilling of the Workforce | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

<u>The Growing Need for Inclusive Talent Models:</u>
<u>Learning from Impact Sourcing Specialists</u> | May 2022

<u>Integration Platform Trailblazers: Top 10 Start-ups</u>
<u>Unifying Enterprise Applications</u> | March 2022

The Post-pandemic IT Playbook | March 2022

<u>Low-code Application Development Platforms</u> PEAK Matrix® Assessment 2022 | March 2022

Contract Renewal – Information Technology (IT) Services 2022 | March 2022

<u>IT Service Provider of the Year - 2022</u> | February 2022

Enterprise Quality Assurance (QA) – Service Provider Compendium 2022 | January 2022

<u>Unlocking Business Value through DNA-backed</u> Transformation | December 2021

<u>Low-code Workflow Automation – the Next Normal</u> <u>for Application Development</u> | December 2021

<u>Mainframe Services Provider Compendium 2022</u> | December 2021

Enterprise Quality Assurance (QA) Services
PEAK Matrix® Assessment 2022 | October 2021

<u>Application Services – Transform Application</u>

<u>Management to Drive Digital Success</u> | September 2021

BFSI Enterprise Adoption Guide for Low-Code/No-Code Technology – Market Trends and Provider Landscape | August 2021

<u>Application Transformation Service Provider</u> <u>Compendium 2021</u> | July 2021

<u>Application Transformation Services PEAK Matrix®</u>
<u>Assessment 2021</u> | June 2021

<u>Application Transformation - Business Pioneering</u>
<u>The Agenda</u> | June 2021

Rise of IT Services Specialists: Delivering on the Service Contextualization Mandate | June 2021

<u>Making Distributed Agile Work – An Enterprise</u> <u>Adoption Guide</u> | April 2021

<u>Upcoming Contract Renewals – Application Services</u>
(AS) 2021 | March 2021

From Dissatisfaction to Delight: Sustaining Client Satisfaction in the Post-pandemic World | March 2021

<u>Cloud-native Application Services – the Cloud-native Juggernaut is Rolling; Be Mindful of Pitfalls</u> | January 2021

Recalibrating for Resiliency – 2021 Key Issues in Global Sourcing – Enterprise IT Perspective | January 2021

Next-generation Application Management Service
Provider Compendium 2021 | December 2020





Artificial Intelligence (AI)

IT Service Provider of the Year - 2023 | April 2023

Cautious Optimism Amid Disruption - 2023 Key Issues, Enterprise IT Perspective | March 2023

Analytics and Al Services Specialists Provider Compendium 2023 | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

Machine Learning Operations (MLOps) Products – Technology Provider Compendium 2023 | December 2022

Analytics and Al Services Specialists PEAK Matrix® Assessment 2022 | December 2022

<u>Machine Learning Operations (MLOps) – Technology Provider Landscape with Products PEAK Matrix®</u>
<u>Assessment 2022</u> | September 2022

Unleashing the Power of AI for Business Transformation | May 2022

Artificial Intelligence (AI) Service Provider Compendium 2022 | March 2022

Artificial Intelligence (AI) Services PEAK Matrix® Assessment 2022 | March 2022

Analytics and Al Services Specialists - Service Provider Compendium 2022 | February 2022

Machine Learning Operations (MLOps): the Foundation of an Enterprise Built on Artificial Intelligence (AI) | January 2022

Analytics and Al Services Specialists PEAK Matrix® Assessment 2021 | November 2021

<u>Augmented Data Management: Leveraging the Power of Artificial Intelligence to Handle the Data Deluge</u> | October 2021

Federated Learning: Privacy by Design for Machine Learning | May 2021

<u>Artificial Intelligence (AI) Services – State of the Market Report 2021 | Scale the AI Summit Through Democratization</u> | January 2021

Artificial Intelligence (AI) Service Provider Compendium 2021 | December 2020

Artificial Intelligence (AI) Services PEAK Matrix® Assessment 2021 | November 2020





Asset and Wealth Management

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

<u>Wealth Management Products – Provider</u> <u>Compendium 2023</u> | January 2023

Risk & Compliance in BFS IT Services PEAK Matrix® Assessment 2023 | December 2022

Wealth Management Products PEAK Matrix® Assessment 2023 | November 2022

<u>Future of Treasury - Adopting Platforms, APIs, and Cloud for Real-time and Digital Functioning |</u>
November 2022

Capital Market Technology and IT Services State of the Market Report 2022: Next Generation Technology to Fuel Business Transformation | October 2022

<u>Future of Investment Banking – Data and Digital</u>
<u>Driving Disruption and Disintermediation</u> | October 2022

Embedded Finance – A Universal Business Theme: Focus on Europe, Latin America, and Asia Pacific | September 2022

<u>Future of Financial Services – Web 3.0, Metaverse,</u> <u>and Decentralized Finance</u> | August 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

<u>Cards and Payments IT Services Market Study –</u> Provider Compendium 2022 | April 2022

Payments Systems Modernization for Products and Experience Innovation at Speed and Scale | April 2022

Platform IT Services in Banking and Financial Services (BFS) – Service Provider Compendium 2022 | February 2022

<u>Temenos IT Services – Service Provider</u> <u>Compendium 2022</u> | February 2022

<u>Finastra IT Services - Service Provider Compendium</u> <u>2022</u> | February 2022

Finastra IT Services PEAK Matrix® Assessment 2022 | December 2021

<u>Temenos IT Services PEAK Matrix® Assessment</u> <u>2022</u> | December 2021 Platform IT Services in BFS PEAK Matrix® Assessment 2022 | December 2021

<u>Consumer Loan Origination Systems – Products</u>
<u>PEAK Matrix® Assessment 2022</u> | December 2021

<u>Sustainability in Financial Services – the Next Big</u>
<u>Opportunity in Data, Technology, and Services</u> |

December 2021

A Platform-based Operating Model to Transform Financial Services | September 2021

BFSI Enterprise Adoption Guide for Low-Code/No-Code Technology – Market Trends and Provider Landscape | August 2021

Decoding the Sustainability Opportunity in BFSI:

Deep-dive into the Environmental, Social, and

Governance (ESG) Data & Analytics and Technology

Provider Landscape | July 2021

Deconstructing the Digital Assets Revolution – What Financial Institutions Can Learn from the Meteoric Rise of Coinbase | June 2021

Consumer Lending on the Cloud | May 2021

<u>Analytics Casebook – A Hitchhiker's Guide to BFS</u> <u>Analytics</u> | October 2020

<u>Lending Technology: Assessing Loan Origination</u> <u>System Vendors – The "One Lending" Model for</u> Journey to the Cloud | September 2020

<u>Open Banking to Revolutionize Corporate Banking – Lessons from Deutsche Bank's Journey</u> | September 2020

<u>Core Modernization for Building Future Banking</u>
<u>Experiences</u> | August 2020

<u>BigTechs in BFSI Industry: The Theory of Co-existence for Market Expansion</u> | August 2020

State of the Market for Third-Party Enterprise
Platforms in Banking and Financial Services:
Ecosystem Collaboration for Modernization at Speed and Scale | April 2020

Financial Risk Management Platforms Assessment and Vendor Profiles 2020 – Cloud-enabled Modern Data Infrastructure for Intelligent Real-time Risk Management | March 2020

Assessing the Trade Life Cycle Management
Technology Platform Landscape: Reimagining Pretrade and Post-trade Operations for a Digital-first
Mandate | March 2020





Banking and Financial Services Business Process

<u>Disrupt or Be Disrupted: a Payments Outlook for the Digital Age</u> | April 2023

Webinar Deck: Continuous Modernization in an Era of Cost Efficiency: Perspectives for BFS Firms in APAC | April 2023

<u>Capital Markets Operations – Services PEAK Matrix®</u> <u>Assessment 2023</u> | March 2023

Emerging Geographies' Specialized Banking, Mortgage, and Risk and Compliance Needs | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Driving Outsourcing Maturity: the Answer to Economic Uncertainty | January 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

Navigating the Regulatory Tightrope via End-to-End Solutions – Financial Crime and Compliance (FCC) State of the Market 2022 | January 2023

Put the Pedal to the Metal - An Enterprise
Perspective of ESG in Banking | October 2022

<u>Financial Crime and Compliance (FCC) Operations – Service Provider Compendium 2023</u> | October 2022

How to Trot When Others Trudge – Recession Forecast for Providers in Banking and Financial Services | October 2022

<u>Financial Crime and Compliance (FCC) Operations – Services PEAK Matrix® Assessment 2022</u> | July 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

BPS Top 50 - 2022 | May 2022

The Growing Need for Inclusive Talent Models: <u>Learning from Impact Sourcing Specialists</u> | May 2022

Mortgage Operations - Service Provider Compendium 2022 | April 2022

<u>Banking Operations – Service Provider Compendium</u> <u>2022</u> | March 2022

Mortgage Operations PEAK Matrix® Assessment 2022 | February 2022

Riding Next Wave of Growth: Evolving Third-party UK and Ireland BPS Landscape | November 2021

The Need for Speed in the Digital-First Mortgage Era | November 2021

Banking Operations – Services PEAK Matrix® Assessment 2022 | October 2021

<u>Capital Markets Operations – Service Provider</u> Compendium 2021 | September 2021

<u>Future of Work Series: Reimagining Workforce and Workplace Mechanics</u> | September 2021

Collections of the Future | September 2021

<u>Financial Crime and Compliance (FCC) Operations</u>
<u>Services – Service Provider Compendium 2021</u> |
June 2021

The Next Frontier in KYC and AML: Intelligent Automation-led Transformation | June 2021

Wealth Management Operations – Service Provider Landscape with Services PEAK Matrix® Assessment 2020 | June 2021

<u>The Amazing Race – Payments Edition 2020</u> | June 2021

<u>Closing the Gap for FinTech and BigTech</u> <u>Operations – Non-banks' Sourcing Opportunity</u> | March 2021

<u>Financial Crime and Compliance (FCC) Operations – Services PEAK Matrix® Assessment 2021 | March 2021</u>

Corporate Actions Demystified | February 2021

Mortgage of the Future | January 2021

A Tectonic Shift in the Healthcare Market -UnitedHealth Group's Optum Acquires Change Healthcare | January 2021

<u>Payments Service Provider Landscape</u> | December 2020

Ameliorating Customer Experience in BFS | December 2020

Is Work From Home (WFH) the Future of Work? A Perspective on WFH, Locations, and Delivery Strategy Beyond COVID-19 | December 2020

<u>Mortgage Operations – Service Provider</u> <u>Compendium 2021</u> | November 2020





Banking and Financial Services Information Technology

IT Service Provider of the Year - 2023 | April 2023

<u>Cautious Optimism Amid Disruption – 2023 Key</u> Issues, Enterprise IT Perspective | March 2023

IT Outsourcing Landscape and Evolving Priorities in Banking, Financial Services, and Insurance | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

<u>Open Finance IT Services – Provider Compendium</u> <u>2023</u> | February 2023

Risk & Compliance in BFS IT Services – Provider Compendium 2023 | January 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

<u>Wealth Management Products – Provider</u> Compendium 2023 | January 2023

Open Finance IT Services PEAK Matrix® Assessment 2023 | December 2022

Risk & Compliance in BFS IT Services PEAK Matrix® Assessment 2023 | December 2022

<u>Decoding the Next-generation Fund Operating Model</u> <u>for Private Capital</u> | December 2022

Wealth Management Products PEAK Matrix® Assessment 2023 | November 2022

Future of Treasury - Adopting Platforms, APIs, and Cloud for Real-time and Digital Functioning |
November 2022

Capital Market Technology and IT Services State of the Market Report 2022: Next Generation Technology to Fuel Business Transformation | October 2022

<u>Future of Investment Banking – Data and Digital</u>
<u>Driving Disruption and Disintermediation</u> | October 2022

Enterprise Pulse on Third-party Platforms Services in BFS: Fostering Innovation and Deriving Value During a Talent Crunch | September 2022

Banking IT Services State of the Market Report 2022 | September 2022

Embedded Finance – A Universal Business Theme: Focus on Europe, Latin America, and Asia Pacific | September 2022 <u>Future of Financial Services – Web 3.0, Metaverse,</u> and Decentralized Finance | August 2022

Maximizing Value from Cloud Investments in Banking and Financial Services | July 2022

Introducing the Rubik's Cube Supplier Segmentation
Approach: Navigating the Talent Crisis by Engaging
Specialist IT Service Providers | June 2022

<u>Technology as a Strategic Differentiator in an</u> Organization's Growth | June 2022

Enterprise Pulse 2022: Solving the Talent
Conundrum Around Availability, Attrition, and
Reskilling of the Workforce | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May
2022

<u>Cards and Payments IT Services Market Study – Provider Compendium 2022</u> | April 2022

Payments Systems Modernization for Products and Experience Innovation at Speed and Scale | April 2022

<u>The Future of Custody and Depository Services</u> | March 2022

The Shift to a Platform-based Operating Model in Lending | February 2022

<u>IT Service Provider of the Year - 2022</u> | February 2022

<u>Using Technology and the Ecosystem to Unlock the</u>
<u>Potential of Digital Assets</u> | February 2022

<u>Finastra IT Services - Service Provider Compendium</u> <u>2022</u> | February 2022

<u>Temenos IT Services – Service Provider</u> <u>Compendium 2022</u> | February 2022

Platform IT Services in Banking and Financial Services (BFS) – Service Provider Compendium 2022 | February 2022

<u>Consumer Loan Origination Systems – Technology</u> <u>Provider Compendium 2022</u> | January 2022

<u>Finastra IT Services PEAK Matrix® Assessment 2022</u> | December 2021

<u>Temenos IT Services PEAK Matrix® Assessment</u> <u>2022</u> | December 2021





Catalyst™

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Elevate Your GBS Employer Brand: Lessons from Top Employers | August 2022

Risk Radar Newsflash | Presidency Win for Gustavo Petro in Colombia Poses Short-term Services Delivery Risk; Firms Should Adopt a Wait-and-Watch Approach | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Risk Radar Newsflash | Ukraine-Russia Conflict Poses Risk to Services Delivery; Firms Should Have Backup and Disaster Recovery Plans in Place to Activate as Needed | February 2022

Banking, Financial Services, and Insurance GBS Market Landscape Report | August 2021

Civil Unrest in South Africa: Limited Impact on Global Services Delivery | July 2021

GBS State of the Market Report: Top 2021 Priorities for GBS | March 2021

Recalibrating for Resiliency – 2021 Key Issues in Global Sourcing – GBS Perspective | February 2021

Risk Radar Newsflash | US H1B Visa Ban to Further Drive Offshoring | July 2020

Retail & CPG Global Business Services in the Times of COVID-19 – Driving Enterprise Immunity through Digital | June 2020

<u>Practitioner Perspectives – Creating a High-Performance Culture by Design for a GBS Organization</u> | May 2020

Navigating the Coronavirus Outbreak for Shared Services Organizations | April 2020

Recession 2020 and its Impact on the Global Sourcing Industry | March 2020

GBS State of the Market Report: Evolving Operating and Governance Models to Build GBS of the Future | March 2020

Global Services Market Pressing Issues in 2020: GBS/GIC Perspectives | February 2020

Risk Radar Newsflash | Coronavirus Outbreak Poses Increased Risk to Services Delivery from China | January 2020

<u>Practitioner Perspectives – The Role of Global Business Services in Innovation, Enabling Top-line Business Impact, and Growth in New Markets</u> | January 2020

Risk Radar Newsflash | Activate and Test Backup and Disaster Recovery Plans in the Philippines | January 2020





Clinical Development Technology

Webinar Deck: Decentralized Clinical Trials: What You Need to Know to Unlock Value | April 2023

Cautious Optimism Amid Disruption - 2023 Key Issues, Enterprise IT Perspective | March 2023

Life Sciences Decentralized Clinical Trial Platforms State of the Market 2023 | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Decentralized Clinical Trial Platforms Provider Compendium 2023 | December 2022

Decentralized Clinical Trial Platforms PEAK Matrix® Assessment 2023 | November 2022

Remote Patient Monitoring for Decentralized Clinical Trials | November 2022

Clinical Development Platforms Product Provider Compendium 2022 | August 2022

Clinical Development Platforms Products PEAK Matrix® Assessment 2022 | July 2022

<u>Impact Sourcing Specialist Profiles 2022</u> | June 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Accelerating the Value of Data in Life Sciences | March 2022

Decentralized Clinical Trials (DCT) Adoption Playbook | December 2021

Decentralized Clinical Trial Product Vendor Compendium 2021 | August 2021

Decentralized Clinical Trial Products PEAK Matrix® Assessment 2021 | July 2021

Veeva Services Market Overview | July 2021

Clinical Development Platforms Market Overview | November 2020

Increasing Diversity in Clinical Trials | October 2020

Clinical Development Platforms Product Vendor Compendium 2020 | October 2020

<u>Clinical Development Platforms – Vendor Landscape with Products PEAK Matrix® Assessment 2020</u> | September 2020





Cloud and Infrastructure

IT Service Provider of the Year - 2023 | April 2023

<u>Cautious Optimism Amid Disruption – 2023 Key</u> Issues, Enterprise IT Perspective | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Network Transformation Services Provider

Compendium – Communication Service Providers
(CSPs) 2023 | January 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

<u>Cloud Services State of the Market: Maximizing Value from Cloud – Europe</u> | December 2022

<u>Cloud Services State of the Market: Maximizing</u> Value from Cloud – North America | December 2022

Network Transformation Services PEAK Matrix®
Assessment - Communication Services Providers
(CSPs) 2023 | December 2022

Webinar Deck: How to Accelerate through Economic Disruption: Strategies for the UK&I and European Markets | December 2022

<u>An Integrated Operations Transformation Approach</u> to Cloud and Datacenter | November 2022

System Integration (SI) Capabilities on Google Cloud Platform (GCP) Provider Compendium 2023 | November 2022

<u>The Next-generation Hybrid Cloud Model</u> | November 2022

Webinar Deck: How to Unlock the Full Value of Cloud | November 2022

System Integration (SI) Capabilities on Google Cloud Platform (GCP) PEAK Matrix® Assessment 2022 | October 2022

Webinar Deck: Building A Sovereign And Sustainable Cloud: How Are European Organisations Evolving? | September 2022

System Integration (SI) Capabilities on Microsoft Azure Provider Compendium 2022 | September 2022

System Integration (SI) Capabilities on Amazon Web Services (AWS) Provider Compendium 2022 | September 2022

System Integration (SI) Capabilities on Microsoft Azure PEAK Matrix® Assessment 2022 | August 2022 System Integration (SI) Capabilities on Amazon Web Services (AWS) PEAK Matrix® Assessment 2022 | August 2022

<u>Mainframe Services – Weighing the Options for the</u> Future of the Enterprise Mainframe | July 2022

<u>Dealing with Legacy IT Estate While Preparing for Cloud – Invest or Harvest?</u> | July 2022

<u>An Integrated Operations Transformation Approach</u> to Network Operations | July 2022

Technology as a Strategic Differentiator in an Organization's Growth | June 2022

Enterprise Pulse 2022: Solving the Talent
Conundrum Around Availability, Attrition, and
Reskilling of the Workforce | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Rise of Industry Cloud | April 2022

Contract Renewal – Information Technology (IT) Services 2022 | March 2022

<u>IT Service Provider of the Year - 2022</u> | February 2022

<u>Cloud Services Provider Compendium 2022 – Europe</u> | January 2022

<u>Cloud Services Provider Compendium 2022 – North</u> America | January 2022

Software-Defined Wide Area Network (SD-WAN)
Service Provider Compendium 2022 | January 2022

Network Transformation and Managed Services
Compendium 2021 | December 2021

Cloud Services PEAK Matrix® Assessment 2022 – Europe | December 2021

Cloud Services PEAK Matrix® Assessment 2022 – North America | December 2021

<u>Confidential Computing – The Next Frontier in Data</u> <u>Security</u> | December 2021

<u>Digital Workplace Services PEAK Matrix®</u> <u>Assessment 2022</u> | December 2021

<u>Driving Enterprise Business Transformation with Next-generation Data Management</u> | December 2021

<u>Ushering in a New IT Infrastructure Era Through the</u> <u>Zero Approach</u> | December 2021





Contingent Staffing

<u>Decoding Managed Services for Staffing Providers: Navigating the IT Services (ITS) Landscape</u> | March 2023 <u>Decoding Managed Services for Staffing Providers: Navigating the Business Process Services (BPS)</u> <u>Landscape</u> | March 2023

Digital-led Staffing | March 2023

Nine Employee Experience Solutions Enterprises Need – Is Surviving the Recession Enough? | March 2023 | Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

Contingent Staffing State of the Market Report 2023 – Driving Growth in the Post-pandemic Era | December 2022

<u>UK Contingent Staffing Services PEAK Matrix® Assessment 2023</u> | November 2022

Wisdom of the Crowd | August 2022

US Contingent Staffing Services PEAK Matrix® Assessment 2022 | July 2022

Webinar Deck: Why the Shift to a Managed Services Model for the Contingent Workforce is a Win-Win | July 2022

Positioning for Success: Pivot toward Managed Services Engagements | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022 Riding Next Wave of Growth: Evolving Third-party UK and Ireland BPS Landscape | November 2021





Contingent Workforce Management

Operationalizing the Total Talent Acquisition (TTA) Model | April 2023

Nine Employee Experience Solutions Enterprises

Need – Is Surviving the Recession Enough? | March
2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Beeline Acquires Utmost: Enabling a Platform-driven Model for Total Talent Visibility | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

Contingent Workforce Management (CWM) and Vendor Management System (VMS) State of the Market Report 2023 – Thriving in the Next Normal | December 2022

<u>Contingent Workforce – a Strategic Lever to Drive</u> <u>Resilience and Sustainable Agility</u> | November 2022

Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services
Procurement / Statement of Work (SOW) – Service
Provider Compendium 2023 | November 2022

The Role of Technology in Enabling Strategic Contingent Workforce Management (CWM) | October 2022

<u>Direct Sourcing as a Gateway to Total Talent</u> <u>Acquisition (TTA)</u> | September 2022

Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / Statement of Work (SOW)
PEAK Matrix® Assessments 2022 | September 2022

Wisdom of the Crowd | August 2022

Future of Work Series - Reimagining Workforce and Workplace Mechanics: How Will the Work Be Done? | August 2022

<u>Vendor Management System (VMS) – Technology</u> <u>Vendor Compendium 2022</u> | July 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

Vendor Management System (VMS) PEAK Matrix® Assessment with Technology Vendor Landscape 2022 | May 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

Direct Sourcing for Contingent Workforce: a Talent-Centric Approach to Address Today's

<u>Unprecedented Workforce Challenges</u> | March 2022

Future of Work Series | Reimagining Workforce and Workplace Mechanics: Who Will Do the Work? | February 2022

Workday Acquires VNDLY: Enabling an Integrated Platform-Driven Approach for Total Talent Management (TTM) | December 2021

The Next Era in Talent Management: Leveraging a Once-in-a-Lifetime Strategic Shift | November 2021

Contingent Workforce (Staffing) State of the Market Report 2022: Disrupt or Get Disrupted | November 2021

Riding Next Wave of Growth: Evolving Third-party
UK and Ireland BPS Landscape | November 2021
Contingent Workforce Management (CWM) State of
the Market Report 2022 – The Next Frontier to

Address Unprecedented Talent Challenges | October 2021

Vendor Management System (VMS) State of the Market Report 2021 – Keeping Pace with Rapidly Evolving Buyer Expectations | September 2021

<u>US IT Contingent Workforce (Staffing) Provider</u> <u>PEAK Matrix® Assessment 2021 – Going Beyond</u> <u>Scale</u> | September 2021

Future of Work Series: Reimagining Workforce and Workplace Mechanics | September 2021

PRO Unlimited Acquires Workforce Logiq:
Unleashing the Potential of an Integrated PlatformDriven Approach in Contingent Workforce
Management | August 2021

<u>Vendor Management System (VMS) – Technology</u> <u>Vendor Compendium 2021</u> | July 2021

MSP 4.0: From Contingent Workforce Management to Contingent Talent Empowerment | July 2021

Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / Statement of Work (SOW)
PEAK Matrix® Assessment 2021 | July 2021

Vendor Management System (VMS) Products
PEAK Matrix® Assessment with Technology Vendor
Landscape 2021 | July 2021

<u>US Contingent Workforce (Staffing) Provider</u> <u>PEAK Matrix® Assessment 2021 – Going Beyond</u> <u>Scale</u> | June 2021



Conversational Al

Conversational AI – State of the Market 2023 | November 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Conversational AI - State of the Market Report 2021 | October 2021

Conversational AI – Technology Vendor Compendium 2021 | October 2021

Conversational AI – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2021 | August 2021

<u>Intelligent Virtual Agents – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2020</u> | June 2021

Building a Conversationally Intelligent and Automated Contact Center of the Future | June 2021

Buyer Satisfaction with Intelligent Virtual Agents (IVA) – Unleashing Insights by Viewing the Market through Buyer's Lens | September 2020

Conversing with AI – Intelligent Virtual Agents (IVA) State of the Market Report 2020 | June 2020 | Intelligent Virtual Agents (IVA) – Technology Vendor Compendium 2020 | May 2020





Customer Experience Management (CXM) Services

Press Play on Player Experience: Level up Beyond Game Design | April 2023

The Business Case for Leveraging Impact Sourcing to Enhance Customer Experience (CX) | April 2023

Africa on the Rise: The Next Frontier in Customer Experience Management (CXM) | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

<u>Delivering Extraordinary Customer Experiences</u> <u>Using Conversational AI | January 2023</u>

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

Healthcare Customer Experience Management (CXM) Services in North America – Provider Compendium 2023 | January 2023

The Contact Center for Rapidly Scaling
Organizations: Leveraging Service Providers to
Unleash Growth | December 2022

<u>Driving the Digital Wave and Advancing Contact</u> <u>Centers through Digital Customer Experience</u> <u>Management (CXM)</u> | December 2022

Webinar Deck: How to Accelerate through Economic Disruption: Strategies for the UK&I and European Markets | December 2022

<u>Customer Experience Management (CXM) in the</u> <u>Americas – Provider Compendium 2023</u> | December 2022

Capturing the Post-pandemic Resurgence: Customer Experience Management (CXM) State of the Market Report 2023 | December 2022

Buyer Satisfaction with Conversational AI – Exploring the Buyers' Perception of the Market 2023 | November 2022

Healthcare Customer Experience Management (CXM) Services in North America PEAK Matrix® Assessment 2023 | November 2022

<u>Conversational AI – State of the Market 2023</u> | November 2022

<u>Customer Experience Management (CXM) in EMEA</u>
<u>- Provider Compendium 2023</u> | November 2022

<u>Conversational AI – Technology Provider</u> <u>Compendium 2023</u> | November 2022

<u>Customer Experience Management (CXM) in APAC</u> <u>– Provider Compendium 2023</u> | November 2022

Improving Customer Experience in Contact Centers through Next-gen Analytics and Insights | September 2022

<u>Conversational AI – Technology Vendor Landscape</u> <u>with Products PEAK Matrix® Assessment 2022</u> | <u>September 2022</u>

Customer Experience Management (CXM) in EMEA – Service Provider Landscape with PEAK Matrix® Assessment 2022 | September 2022

Customer Experience Management (CXM) in APAC

– Service Provider Landscape with PEAK Matrix®

Assessment 2022 | August 2022

Navigating the Digital CXM Transformation Journey | August 2022

Customer Experience Management (CXM) in the Americas – Service Provider Landscape with PEAK Matrix® Assessment 2022 | August 2022

<u>Catering to Global Customer Experience</u>
<u>Management (CXM) Requirements: What It Means</u>
to Be a Truly Global Service Provider | July 2022

<u>Transforming Customer Experience (CX) Operations</u> | July 2022

Enterprise Technical Support | June 2022 Impact Sourcing Specialist Profiles 2022 | June 2022

BPS Top 50 – 2022 | May 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May
2022

The Increasing Role of Bring Your Own Device (BYOD) in CXM – Trends, Challenges, and Opportunities | April 2022

<u>Delivering Happy Customers in the Experience</u> Economy | March 2022

<u>Customer Experience Management (CXM) in APAC</u>
<u>– Service Provider Compendium 2022</u> | February 2022

Customer Experience Management (CXM) in Brazil: Top 15 Providers 2022 | January 2022





CX Excellence

Press Play on Player Experience: Level up Beyond Game Design | April 2023

Africa on the Rise: The Next Frontier in Customer Experience Management (CXM) | March 2023

Provider Snapshot | Accenture | March 2023

Webinar Deck: Strategies for Customer Experience (CX) Success in an Uncertain World | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023 Provider Snapshot | Birlasoft | December 2022

<u>Provider Snapshot | Tech Mahindra | December 2022</u>

Provider Snapshot | Firstsource | December 2022

Provider Snapshot | CGI Group | December 2022

Provider Snapshot | Genpact | December 2022

Provider Snapshot | HGS | December 2022

Driving the Digital Wave and Advancing Contact Centers through Digital Customer Experience Management (CXM) | December 2022

<u>Locations Spotlight – Munich, Germany</u> | December 2022

<u>Customer Experience Management (CXM) in the</u> <u>Americas – Provider Compendium 2023</u> | December 2022

Capturing the Post-pandemic Resurgence: Customer Experience Management (CXM) State of the Market Report 2023 | December 2022

<u>Customer Experience Management (CXM) in EMEA</u>
<u>- Provider Compendium 2023</u> | November 2022

Provider Snapshot | Conduent | November 2022

Provider Snapshot | NTT DATA | November 2022

<u>Customer Experience Management (CXM) in APAC</u> – Provider Compendium 2023 | November 2022

Webinar Deck: How are Leading Organizations

Delivering Exceptional Customer Experience? |

October 2022

Improving Customer Experience in Contact Centers through Next-gen Analytics and Insights | September 2022

Customer Experience Management (CXM) in EMEA

– Service Provider Landscape with PEAK Matrix®

Assessment 2022 | September 2022

Customer Experience Management (CXM) in APAC

– Service Provider Landscape with PEAK Matrix®

Assessment 2022 | August 2022

Risk Radar Newsflash | Presidency Win for Gustavo Petro in Colombia Poses Short-term Services Delivery Risk; Firms Should Adopt a Wait-and-Watch Approach | June 2022

Employee Experience Management (EXM) Platforms

— Technology Vendor Compendium 2022 | June
2022

GBS of the Future: Toward an Integrated and Borderless GBS Model (Part 2 of 2) | June 2022 BPS Top 50 – 2022 | May 2022

<u>Trust and Safety - Content Moderation Service</u> <u>Provider Compendium 2022</u> | May 2022

Provider Snapshot | EXL | May 2022

Provider Snapshot | Teleperformance | May 2022

Location Spotlight - Portugal | May 2022

Global Locations State of the Market 2022: Talent Drives Locations Strategies | Risk Watch | May 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

<u>Virtual Roundtable Discussion Deck: Risk Mitigation</u>
<u>Strategies for Today's Outsourcing Portfolio</u> | May
2022

Provider Snapshot | Concentrix | April 2022

The Impact of Demographic Changes on Locations
Sustainability | April 2022

4Cs to Successfully Attain Business Agility in GBS Organizations | April 2022

Creating More Value: Building Global Centers of Excellence (CoEs) in GBS Organizations | A How-to Guide | April 2022

RFP Questionnaire: ESG Attributes | April 2022





CXM Technology

Press Play on Player Experience: Level up Beyond Game Design | April 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

<u>Buyer Satisfaction with Conversational AI – Exploring the Buyers' Perception of the Market 2023</u> | November 2022

Conversational AI – State of the Market 2023 | November 2022

Conversational AI – Technology Provider Compendium 2023 | November 2022

<u>Improving Customer Experience in Contact Centers through Next-gen Analytics and Insights</u> | September 2022

Conversational AI – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2022 | September 2022

Navigating the Digital CXM Transformation Journey | August 2022

The Increasing Role of Bring Your Own Device (BYOD) in CXM – Trends, Challenges, and Opportunities | April 2022

Conversational AI - State of the Market Report 2021 | October 2021

Conversational AI - Technology Vendor Compendium 2021 | October 2021

<u>Demystifying Contact Center-as-a-Service (CCaaS): Customer Experience Management (CXM) Market Report 2021</u> | August 2021

Conversational AI – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2021 | August 2021

Building a Conversationally Intelligent and Automated Contact Center of the Future | June 2021

<u>Buyer Satisfaction with Intelligent Virtual Agents (IVA) – Unleashing Insights by Viewing the Market through</u> Buyer's Lens | September 2020

Intelligent Automation in Business Processes (IABP) – State of the Market Report 2020 | July 2020

Conversing with AI – Intelligent Virtual Agents (IVA) State of the Market Report 2020 | June 2020

Intelligent Virtual Agents (IVA) - Technology Vendor Compendium 2020 | May 2020

Intelligent Automation in Business Processes (IABP) – Solution Provider Compendium 2020 | March 2020

Intelligent Automation in Business Processes (IABP) – Solution Provider Landscape with Solutions PEAK Matrix® Assessment 2020 | March 2020

<u>Intelligent Virtual Agents – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2020</u> | March 2020





Cybersecurity

IT Service Provider of the Year - 2023 | April 2023

<u>Cautious Optimism Amid Disruption – 2023 Key</u> Issues, Enterprise IT Perspective | March 2023

<u>Managed Detection and Response (MDR) Services</u>
– <u>Provider Compendium 2023</u> | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

Managed Detection and Response (MDR) Services PEAK Matrix® Assessment 2023 | December 2022

Webinar Deck: How to Accelerate through Economic Disruption: Strategies for the UK&I and European Markets | December 2022

<u>IT Security Services Provider Compendium 2022 - Europe</u> | September 2022

<u>IT Security Services Provider Compendium 2022 –</u> North America | September 2022

<u>IT Security Services PEAK Matrix® Assessment 2022</u>
<u>– Europe</u> | August 2022

<u>IT Security Services PEAK Matrix® Assessment 2022</u>
<u>– North America</u> | July 2022

<u>Technology Vendor Snapshot for OT Security</u> | June 2022

<u>Technology as a Strategic Differentiator in an</u> Organization's Growth | June 2022

Enterprise Pulse 2022: Solving the Talent
Conundrum around Availability, Attrition, and
Reskilling of the Workforce | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

Webinar Deck: Cybersecurity: What You Need to Know to Find the Right Partner and Price | May 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

Getting to the Bottom of Zero Trust (ZT) Security | April 2022

<u>Contract Renewal – Information Technology (IT)</u> <u>Services 2022</u> | March 2022

Supplier Management Toolkit: Cybersecurity Risk Management in the Supplier Life Cycle | January 2022

<u>Technology Vendor Overview for Next-generation</u> <u>Managed Security Services</u> | October 2021

Next-generation Managed Security Service (MSS): Tussling to Keep the Battle Alive | October 2021

IT Managed Security Services PEAK Matrix® Assessment 2021 | September 2021

Opportunities and Challenges in the Global Cyber Insurance Market | July 2021

IT Managed Security Services (MSS) Provider Compendium 2021 | July 2021

<u>Cybersecurity Talent Handbook – Guide to</u> Cybersecurity Skills Across the Globe | June 2021

IT Security Services PEAK Matrix® Assessment 2020 | June 2021

<u>Digital Trust – The Cornerstone of Creating a</u>
<u>Resilient and Truth-based Digital Enterprise</u> | August 2020

<u>IT Security Service Provider Compendium 2020</u> | June 2020





Data and Analytics

IT Service Provider of the Year - 2023 | April 2023

<u>Cautious Optimism Amid Disruption – 2023 Key</u> Issues, Enterprise IT Perspective | March 2023

Analytics and Al Services Specialists Provider Compendium 2023 | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Advanced Analytics and Insights (AA&I) Services
PEAK Matrix® Assessment 2023 | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

Analytics and Al Services Specialists PEAK Matrix® Assessment 2022 | December 2022

The War for Talent in Data, Analytics, and Al (DAAI): Finding the Ideal Operating Model for Organizations | November 2022

The Era of Multi-cloud and Associated Data Challenges | November 2022

<u>Data and Analytics (D&A) Provider Compendium</u> <u>2023</u> | November 2022

<u>Decoding the Data Privacy Regulatory Landscape</u> | November 2022

Reimagining Data Sourcing and Consumption to Maximize Business Value | October 2022

Machine Learning Operations (MLOps) – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022 | September 2022

<u>Data and Analytics (D&A) Services PEAK Matrix®</u> <u>Assessment 2022</u> | August 2022

<u>Technology as a Strategic Differentiator in an Organization's Growth</u> | June 2022

Enterprise Pulse 2022: Solving the Talent
Conundrum around Availability, Attrition, and
Reskilling of the Workforce | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Harnessing the Power of Analytics and Al in Medicine: Life Sciences Enterprises Revamping Processes to Improve Patient Outcomes | May 2022

Accelerating the Value of Data in Life Sciences | March 2022

<u>Contract Renewal – Information Technology (IT)</u> Services 2022 | March 2022

<u>Data and Analytics (D&A) Services State of the</u> <u>Market Report 2022</u> | January 2022

Machine Learning Operations (MLOps): the Foundation of an Enterprise Built on Artificial Intelligence (AI) | January 2022

<u>Driving Enterprise Business Transformation with Next-generation Data Management</u> | December 2021

Advanced Analytics and Insights (AA&I) Services
PEAK Matrix® Assessment 2022 | December 2021

Analytics and Al Services Specialists PEAK Matrix® Assessment 2021 | November 2021

Augmented Data Management: Leveraging the Power of Artificial Intelligence to Handle the Data Deluge | October 2021

<u>Data and Analytics (D&A) Service Provider</u> <u>Compendium 2021 – Update</u> | September 2021

<u>Data Modernization – The Backbone of a Future-ready Enterprise</u> | July 2021

<u>Data and Analytics (D&A) Services PEAK Matrix®</u> <u>Assessment 2021</u> | July 2021

Analytics Accelerating Industry 4.0: The Quest for Operational Resilience and Agility in Manufacturing | May 2021

<u>Customer Data Platform Trailblazers: Top 15</u> <u>Startups Redefining Hyper-personalization</u> | March 2021

Artificial Intelligence (AI) Services – State of the Market Report 2021 | Scale the AI Summit Through Democratization | January 2021

Advanced Analytics & Insights (AA&I) Services
PEAK Matrix® Assessment 2021 | December 2020

Artificial Intelligence (AI) Service Provider Compendium 2021 | December 2020

Is Work From Home (WFH) the Future of Work? A Perspective on WFH, Locations, and Delivery Strategy Beyond COVID-19 | December 2020

Artificial Intelligence (AI) Services PEAK Matrix® Assessment 2021 | November 2020

<u>Analytics Casebook – A Hitchhiker's Guide to BFS</u> Analytics | October 2020

<u>Data and Analytics (D&A) Service Provider</u> <u>Compendium 2021</u> | October 2020





Digital Adoption Platforms (DAP)

Unlocking the Full Potential of Users Through Userization and DAPs | March 2023

Nine Employee Experience Solutions Enterprises Need – Is Surviving the Recession Enough? | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Digital Adoption Platforms (DAP) - State of the Market 2023 | December 2022

Digital Adoption Platform (DAP) Products Compendium 2023 | October 2022

<u>Digital Adoption Platform (DAP) Products PEAK Matrix® Assessment with Technology Vendor Landscape 2022</u> | September 2022

360-degree Digital Adoption | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

Navigating Change with Technology for Better Rol | May 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

A Buyer's Guide to Digital Adoption Platforms (DAPs) | December 2021

Digital Adoption Platform (DAP) - State of the Market Report 2022 | December 2021

<u>Digital Adoption Platform (DAP) – Technology Vendor Compendium 2022</u> | October 2021

<u>Digital Adoption Platform (DAP) Products PEAK Matrix® Assessment with Technology Vendor Landscape 2021</u> | August 2021

Understanding Digital Adoption Analytics: the Key to Optimizing Workflows and Software Value | July 2021

Digital Adoption Platform (DAP) Playbook | November 2020

Digital Adoption Platform (DAP) - Technology Vendor Compendium 2020 | August 2020

<u>Digital Adoption Platform (DAP) Products PEAK Matrix® Assessment with Technology Vendor Landscape 2020</u> | June 2020

Digital Adoption Platform (DAP): Accelerating the Journey from Transformation to Adoption | February 2020





Digital Engineering Services

<u>Cautious Optimism Amid Disruption – 2023 Key Issues, Enterprise IT Perspective</u> | March 2023

Engineering Services CXO Insights: Key Issues Report 2023 | March 2023

Engineering R&D (ER&D) Outlook for 2023 | February 2023

<u>Unleashing the Era of Phygital Manufacturing – Industry 4.0 State of the Market 2023</u> | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

<u>Engineering Services Top 50 - 2022</u> | November 2022

Industry 4.0 Service Provider Compendium 2023: Unleashing the Era of Phygital Manufacturing | October 2022

<u>Leading the Pack: Trends for the Top 200</u> <u>Engineering Research & Development (ER&D)</u> <u>Enterprises 2022 | September 2022</u>

Industry 4.0 Services PEAK Matrix® Assessment 2022: Unleashing the Era of Phygital Manufacturing | September 2022

Mirror into the Megatrends | August 2022

<u>Digital Twin Services PEAK Matrix® Assessment</u> 2022 | July 2022

Webinar Deck: Building Successful Digital Product Engineering Businesses | June 2022

<u>Engineering Next-Generation Digital Products</u> | June 2022

Technology as a Strategic Differentiator in an Organization's Growth | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

<u>Digital Product Engineering Service Provider</u>

<u>Compendium 2022: Bridging the Chasm between the Physical and Digital Worlds</u> | March 2022

Environmental, Social, and Governance (ESG)
Adoption in the Engineering Landscape | March
2022

Engineering Services Provider of the Year 2022 | March 2022

<u>Digital Product Engineering Services PEAK Matrix®</u>
<u>Assessment 2022: Bridging the Chasm between the</u>
Physical and Digital Worlds | March 2022

Engineering R&D (ER&D) Outlook for 2022 | February 2022

Driving Next-generation Mobility Experiences:
Autonomous, Connected, Electric, and Shared
(ACES) Mobility Automotive Engineering Services
State of the Market Report 2022 | December 2021

Exploring the Future of Mobility: Autonomous,
Connected, Electric, and Shared (ACES) Mobility
Automotive Engineering Service Provider
Compendium 2021 | September 2021

Leading the Pack: Trends for the Top 200
Engineering Research & Development (ER&D)
Enterprises 2021 | September 2021

Extended Reality and Its Applications Across Industries | September 2021

Exploring the Future of Mobility: Autonomous,
Connected, Electric, and Shared (ACES) Mobility
Automotive Engineering Services PEAK Matrix®
Assessment 2021 | August 2021

Verification and Validation (V&V) Engineering
Services PEAK Matrix® Assessment 2020:
Enhancing Brand Assurance Through Intelligent and
Integrated Quality Engineering | June 2021

Engineering R&D (ER&D) In 2020: Who Will Move My Cheese? | June 2021

A Framework-driven Approach for Verification and Validation (V&V) of IoT Systems | June 2021

Engineering Services Top 50 - 2021 | June 2021

A Transformational Leap in Cyber-physical
Convergence – Industry 4.0 State of the Market
Report 2021 | May 2021

Engineering Services Enterprise Pulse: Are
Engineering Enterprises Truly Happy with Their
Service Providers? | April 2021

Engineering R&D (ER&D) in 2021 | February 2021

<u>Digital Twins and Their Adoption Across Industries</u> | February 2021

Leading the Pack: Trends for the Top 200
Engineering Research & Development (ER&D)
Enterprises | January 2021





Digital Services

IT Service Provider of the Year - 2023 | April 2023

Enterprise Blockchain Services PEAK Matrix® Assessment 2023 | April 2023

<u>Cautious Optimism Amid Disruption – 2023 Key</u> Issues, Enterprise IT Perspective | March 2023

<u>Digital Transformation Consulting Services –</u> Provider Compendium 2023 | March 2023

<u>Digital Transformation Consulting Services</u> <u>PEAK Matrix® Assessment 2023</u> | March 2023

Webinar Deck: What to Expect from the Metaverse in 2023: Moving Beyond the Hype | February 2023

Exponential Technology Radar 2023: Picking the Right Battles | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

<u>Web 3.0 Trailblazers – the Top Start-ups Building the</u> <u>Next Generation of the Internet | November 2022</u>

<u>Digital Twin Services Provider Compendium 2022</u> | August 2022

<u>Sustainability Enablement Technology Service</u> <u>Provider Compendium 2022</u> | July 2022

Systems of Growth – Building a Platform-based Operating Model to Innovate and Differentiate at Enterprise Speed and Scale | July 2022

<u>Digital Twin Services PEAK Matrix® Assessment</u> 2022 | July 2022

Technology as a Strategic Differentiator in an Organization's Growth | June 2022

Enterprise Pulse 2022: Solving the Talent
Conundrum around Availability, Attrition, and
Reskilling of the Workforce | June 2022

<u>Sustainability Enablement Technology Services</u> <u>PEAK Matrix® Assessment 2022</u> | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

Moving Toward Scaled, Successful, and Sustained Digital Transformation | May 2022

<u>Unleashing the Power of AI for Business</u> Transformation | May 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

Artificial Intelligence (AI) Service Provider Compendium 2022 | March 2022

Technology Skills and Talent: Reimagining Talent
Acquisition and Management with Technology
Platforms | March 2022

A Primer on Artificial Intelligence of Things (AloT):
Amalgamating Intelligence into the Internet of Things
(IoT) | March 2022

Metaverse Primer: What Is It and Where Can It Be Used? | March 2022

Artificial Intelligence (AI) Services PEAK Matrix® Assessment 2022 | March 2022

<u>Contract Renewal – Information Technology (IT)</u> Services 2022 | March 2022

<u>IT Service Provider of the Year - 2022</u> | February 2022

Enterprise Blockchain Services Provider Compendium 2022 | February 2022

Internet of Things (IoT) Supply Chain Solutions
Providers Compendium 2022 | December 2021

Enterprise Blockchain Services PEAK Matrix® Assessment 2022 | December 2021

<u>Confidential Computing – The Next Frontier in Data</u> <u>Security</u> | December 2021

Internet of Things (IoT) Supply Chain Solutions
PEAK Matrix® Assessment 2022 | November 2021

The Communications, Media, and Technology Transformation Handbook | November 2021

The Retail, Consumer Goods, and Manufacturing (RCM) Future of Experience Handbook | November 2021

<u>Leveraging the Skills Marketplace to Design the</u> Future of Work Strategies | November 2021

<u>Digital Experience Platform (DXP) Products</u> Compendium 2021 | September 2021

Smart Spaces: Transcending Physical Boundaries with Cognitive Spaces | September 2021

<u>Digital Experience Platform (DXP) Products</u> <u>PEAK Matrix® Assessment 2021 | August 2021</u>

Rise of IT Services Specialists: Delivering on the Service Contextualization Mandate | June 2021

<u>Federated Learning: Privacy by Design for Machine</u> Learning | May 2021

<u>Successfully Scaling Artificial Intelligence – Machine Learning Operations (MLOps) | April 2021</u>





Digital Workplace

IT Service Provider of the Year 2023 | April 2023

Workplace Employee Experience Management (WEEM) Platforms PEAK Matrix® Assessment 2023 | April 2023

<u>Cautious Optimism Amid Disruption – 2023 Key Issues, Enterprise IT Perspective</u> | March 2023

<u>Digital Workplace Enterprise Pulse 2023: from</u> <u>Provider to True Partner – the Road Not Taken</u> | March 2023

Workplace Communication and Collaboration (WCC): Enabling Employee Engagement and Belongingness with Metaverse Adoption | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Workplace Communication and Collaboration (WCC)
Services – Provider Compendium 2023 | January
2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

Workplace Communication and Collaboration (WCC)
Services PEAK Matrix® Assessment 2023 |
December 2022

Codifying Sustainable Workplaces: Journey to a Better Future | December 2022

Webinar Deck: How to Accelerate through Economic Disruption: Strategies for the UK&I and European Markets | December 2022

<u>Digital Workplace Services Provider Compendium -</u> North America | September 2022

<u>Digital Workplace Services Provider Compendium</u> 2022 – Europe | September 2022

The Digital Workplace for the Next Normal | September 2022

<u>Digital Workplace Services PEAK Matrix®</u>
<u>Assessment 2022 – North America</u> | September 2022

<u>Digital Workplace Services PEAK Matrix®</u>
Assessment 2022 – Europe | September 2022

Workplace Experience Management (WEM) Market Study | August 2022

Enterprise Pulse 2022: Solving the Talent
Conundrum around Availability, Attrition, and
Reskilling of the Workforce | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

<u>Digital Workplace Services State of the Market:</u>
<u>Deciphering the Employee Experience Conundrum</u> |
May 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Webinar Deck: Top Strategies for Creating an Employee-focused Digital Workplace | May 2022

<u>Contract Renewal – Information Technology (IT)</u> <u>Services 2022</u> | March 2022

<u>Digital Workplace – Service Provider Compendium</u> 2022 | January 2022

<u>Digital Workplace Services PEAK Matrix®</u> Assessment 2022 | December 2021

<u>Upcoming Contract Renewals – Infrastructure</u> Services 2021 | September 2021

<u>Tech Bytes for Business Leaders: Workplace-as-a-Service (WaaS)</u> | August 2021

Aware Automation Immunity is the Key to Combat the COVID-19 Crisis | July 2021

Strength in Adversity: Enterprise Service Resilience
During the COVID-19 Crisis | June 2021

<u>Combating COVID-19 Through Infrastructure-led Transformation</u> | June 2021

Assessment of the Niche ServiceNow Services
Partner Ecosystem – Evaluation of the Top 15
Specialist ServiceNow Partners | May 2021

From Dissatisfaction to Delight: Sustaining Client Satisfaction in the Post-pandemic World | March 2021

<u>Enterprise Platform Services – Renewal Opportunity</u> <u>for Service Providers</u> | February 2021

Recalibrating for Resiliency – 2021 Key Issues in Global Sourcing – Enterprise IT Perspective | January 2021

<u>Category Strategy - Digital Workplace Services</u> | December 2020

Is Work From Home (WFH) the Future of Work? A Perspective on WFH, Locations, and Delivery Strategy Beyond COVID-19 | December 2020

<u>ServiceNow Service Provider Compendium 2021</u> | October 2020

<u>ServiceNow Services PEAK Matrix® Assessment</u> 2021 | October 2020





Employee Experience Management (EXM) Platforms

Nine Employee Experience Solutions Enterprises Need – Is Surviving the Recession Enough? | March 2023 | Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

Employee Experience Management (EXM) Platforms – Technology Vendor Compendium 2022 | June 2022 | June

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022 Employee Experience Management (EXM) Platforms PEAK Matrix® Assessment 2022 | March 2022 Employee Experience Management (EXM) Platforms | May 2021





Employer of Record (EOR)

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Employer of Record (EOR) - State of the Market 2023 | December 2022

Employer of Record (EOR) Solutions PEAK Matrix® Assessment 2022 | September 2022

Employment Outsourcing Models | March 2021





Engineering Services

<u>Cautious Optimism Amid Disruption – 2023 Key</u> <u>Issues, Enterprise IT Perspective | March 2023</u>

Engineering Services CXO Insights: Key Issues Report 2023 | March 2023

Engineering R&D (ER&D) Outlook for 2023 | February 2023

<u>Unleashing the Era of Phygital Manufacturing – Industry 4.0 State of the Market 2023</u> | February 2023

<u>Software Product Engineering Services – Provider</u> <u>Compendium 2023</u> | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

Acing the Art of Platform-driven Growth: Software Product Engineering Services PEAK Matrix®

Assessment 2023 | December 2022

<u>Engineering Services Top 50 - 2022</u> | November 2022

Industry 4.0 Service Provider Compendium 2023: Unleashing the Era of Phygital Manufacturing | October 2022

<u>Connected Medical Device Services Provider</u> <u>Compendium 2022</u> | September 2022

Leading the Pack: Trends for the Top 200
Engineering Research & Development (ER&D)
Enterprises 2022 | September 2022

Industry 4.0 Services PEAK Matrix® Assessment 2022: Unleashing the Era of Phygital Manufacturing | September 2022

Mirror into the Megatrends | August 2022

Connected Medical Device Services PEAK Matrix® Assessment 2022 | August 2022

<u>Digital Twin Services PEAK Matrix® Assessment</u> 2022 | July 2022

Webinar Deck: Building Successful Digital Product Engineering Businesses | June 2022

<u>Engineering Next-Generation Digital Products</u> | June 2022

<u>Technology as a Strategic Differentiator in an</u> <u>Organization's Growth</u> | June 2022 <u>Impact Sourcing Specialist Profiles 2022</u> | June 2022

Engineering Services Enterprise Pulse: Sustaining Customer Satisfaction Amid a Talent Shortage | May 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

<u>Digital Product Engineering Service Provider</u>

<u>Compendium 2022: Bridging the Chasm between the Physical and Digital Worlds | March 2022</u>

<u>Engineering Services Outsourcing Handbook</u> | March 2022

Environmental, Social, and Governance (ESG)
Adoption in the Engineering Landscape | March
2022

Envisioning the Connected Future – 5G Engineering Services State of the Market Report 2022 | March 2022

Engineering Services Provider of the Year 2022 | March 2022

<u>Digital Product Engineering Services PEAK Matrix®</u>
Assessment 2022: Bridging the Chasm between the Physical and Digital Worlds | March 2022

<u>Industry 4.0 Trailblazers: Top Start-ups Impacting the</u> Industry 4.0 Value Chain | February 2022

Engineering R&D (ER&D) Outlook for 2022 | February 2022

<u>Technology Services Talent Handbook – Do You</u>
<u>Have the Right Locations in Your Delivery Portfolio?</u>
| January 2022

Driving Next-generation Mobility Experiences:
Autonomous, Connected, Electric, and Shared
(ACES) Mobility Automotive Engineering Services
State of the Market Report 2022 | December 2021

Envisioning the Connected Future: 5G Engineering Service Provider Compendium 2022 | December 2021

Enabling the Hyper-connected Intelligent World – Semiconductor Engineering State of the Market Report 2021 | November 2021

Exploring the Future of Mobility: Autonomous,
Connected, Electric, and Shared (ACES) Mobility
Automotive Engineering Service Provider
Compendium 2021 | September 2021





Enterprise Platform Services

IT Service Provider of the Year - 2023 | April 2023

<u>Playbook: Transforming Customer and Partner</u> <u>Experiences in the Retail, Consumer Packed Goods</u> (CPG), and Manufacturing Industries | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

An Enterprise Guide to Building Scalable Digital Product Experiences | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

<u>SAP Business Application Services Provider</u> <u>Compendium 2023 – Global</u> | December 2022

<u>SAP Business Application Services Provider</u> Compendium 2023 – Europe | December 2022

Salesforce Industry Cloud Services Provider
Compendium 2023 | November 2022

SAP Business Application Services PEAK Matrix® Assessment 2023 – Global | November 2022

SAP Business Applications Services PEAK Matrix® Assessment 2023 – Europe | November 2022

Salesforce Industry Cloud Services PEAK Matrix® Assessment 2023 | November 2022

<u>ServiceNow Services – Delivering the Next Frontier</u> of Digital Transformation | November 2022

The Future of Field Service Management (FSM) – Driving Business Growth by Leveraging Emerging Technologies | October 2022

<u>ServiceNow Services Provider Compendium 2022</u> | September 2022

<u>ServiceNow Services PEAK Matrix® Assessment</u> <u>2022</u> | August 2022

<u>Oracle Cloud Applications – Systemize Innovation to Drive Business Value</u> | July 2022

Enterprise Pulse 2022: Solving the Talent
Conundrum around Availability, Attrition, and
Reskilling of the Workforce | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

<u>Oracle Cloud Applications (OCA) Service Provider</u> <u>Compendium 2022 – Global</u> | April 2022 Oracle Cloud Applications (OCA) Services
PEAK Matrix® Assessment 2022 – Europe | April
2022

Cloudification of the Digital Core: a Glimpse into Tomorrow's Intelligent Enterprise | April 2022

<u>Contract Renewal – Information Technology (IT)</u> <u>Services 2022</u> | March 2022

Oracle Cloud Applications (OCA) Services
PEAK Matrix® Assessment 2022 – Global | March
2022

<u>Sustaining Client Satisfaction: Pivot from</u>
<u>Implementation to Transformation Partner</u> | February 2022

Collapsing the Supply Chain: Top 14 Start-ups Redefining Real-time Transportation Visibility | January 2022

<u>Microsoft Dynamics 365 – Digitizing Customer</u> <u>Experience</u> | November 2021

<u>SAP S/4HANA Services – Rise with Industry</u> Transformations | November 2021

Microsoft Dynamics 365 Service Provider Compendium 2021 | September 2021

Microsoft Dynamics 365 Services PEAK Matrix® Assessment 2021 | September 2021

<u>Salesforce Services – Solving for the Missing Link</u> | June 2021

Strength in Adversity: Enterprise Service Resilience
During the COVID-19 Crisis | June 2021

Rise of IT Services Specialists: Delivering on the Service Contextualization Mandate | June 2021

SAP S/4HANA Service Provider Compendium 2021 | June 2021

Assessment of the Niche ServiceNow Services
Partner Ecosystem – Evaluation of the Top 15
Specialist ServiceNow Partners | May 2021

SAP S/4HANA Services PEAK Matrix® Assessment 2021 | May 2021

From Dissatisfaction to Delight: Sustaining Client Satisfaction in the Post-pandemic World | March 2021

<u>Enterprise Platform Services – Renewal Opportunity</u> <u>for Service Providers</u> | February 2021

<u>ServiceNow Services – the Uberization of IT, HR, and Employee Workflows</u> | February 2021





Exponential Technologies

Exponential Technology Radar 2023: Picking the Right Battles | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Web 3.0 Trailblazers – the Top Start-ups Building the Next Generation of the Internet | November 2022

Future of Financial Services - Web 3.0, Metaverse, and Decentralized Finance | August 2022

<u>Systems of Growth – Building a Platform-based Operating Model to Innovate and Differentiate at Enterprise</u>
<u>Speed and Scale</u> | July 2022

Webinar Deck: Web 3.0 and Metaverse Implications for Sourcing and Technology Leaders | June 2022

A Primer on Artificial Intelligence of Things (AloT): Amalgamating Intelligence into the Internet of Things (IoT) | March 2022

Metaverse Primer: What Is It and Where Can It Be Used? | March 2022

The Future of Custody and Depository Services | March 2022

Using Technology and the Ecosystem to Unlock the Potential of Digital Assets | February 2022

Enterprise Blockchain Services Provider Compendium 2022 | February 2022

Enterprise Blockchain Services PEAK Matrix® Assessment 2022 | December 2021

Confidential Computing - The Next Frontier in Data Security | December 2021

Leveraging the Skills Marketplace to Design the Future of Work Strategies | November 2021

<u>Deconstructing the Digital Assets Revolution – What Financial Institutions Can Learn from the Meteoric Rise of Coinbase</u> | June 2021

Enterprise Blockchain State of the Market 2020 - Rise of the Network Resource Planner (NRP) | June 2021

Federated Learning: Privacy by Design for Machine Learning | May 2021

The Future of Mobility – on the Cusp of the Electrification Revolution | May 2020

<u>BigTech Battle: Assessing Enterprise Readiness of Blockchain Frameworks – Protocols of the Decentralized Ecosystem</u> | February 2020





Finance and Accounting

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

<u>Finance and Accounting Outsourcing (FAO) – Provider Compendium 2023</u> | January 2023

Finance and Accounting Outsourcing (FAO) State of the Market Report 2023: Risks and Opportunities from the Impending Economic Downturn | December 2022

Global CFO Survey 2022 | October 2022

Finance and Accounting Outsourcing (FAO) – Service Provider Landscape with PEAK Matrix® Assessment 2022 | September 2022

<u>Tax Compliance Transformation: Risks and</u>
<u>Strategies for Global Management</u> | September 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

BPS Top 50 - 2022 | May 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

From Liquidity Conservation to Cash Excellence: a Tech-led Approach to Optimizing Working Capital May 2022

An Integrated Operations Transformation Approach to Finance and Accounting Operations | May 2022

Finance and Accounting Outsourcing (FAO) State of the Market Report 2022: Growth and Opportunity in the Digital Era | January 2022

Riding Next Wave of Growth: Evolving Third-party UK and Ireland BPS Landscape | November 2021

Finance: a Cornerstone of Enterprise Environmental, Social, and Governance (ESG) Strategy | October 2021

<u>Finance and Accounting Outsourcing (FAO) – Service Provider Compendium 2022</u> | October 2021

<u>Future of Work Series: Reimagining Workforce and Workplace Mechanics | September 2021</u>

Finance and Accounting Outsourcing (FAO) – Service Provider Landscape with PEAK Matrix®

Assessment 2021 | August 2021

A View of the Evolving Record-to-Report Technology Ecosystem | August 2021 Getting Your Business in Order through Integrated
Order Management | June 2021

Building Future-ready Finance in the New Normal: A Glimpse into the CFO Mindset | December 2020

Exploring Data & Analytics, Resilience, and the Next Normal in Finance: Finance and Accounting Outsourcing (FAO) State of the Market Report 2021 | December 2020

Is Work From Home (WFH) the Future of Work? A Perspective on WFH, Locations, and Delivery Strategy Beyond COVID-19 | December 2020

<u>Finance and Accounting Outsourcing (FAO) –</u> Service Provider Compendium 2021 | October 2020

Finance and Accounting Outsourcing (FAO) –
Service Provider Landscape with Services
PEAK Matrix® Assessment 2020 | September 2020

Moving Beyond the Horizontal with Industry-specific F&A Solutions | August 2020

Achieving Broader Automation in Finance & Accounting (F&A) through Intelligent Document Processing (IDP) | July 2020

<u>Intelligent Automation in Business Processes (IABP)</u>
– State of the Market Report 2020 | July 2020

Intelligent Automation in Business Processes (IABP) – Solution Provider Compendium 2020 | March 2020

Impact of Recession on the Business Process Services (BPS) Industry | March 2020

Intelligent Automation in Business Processes (IABP)

– Solution Provider Landscape with Solutions

PEAK Matrix® Assessment 2020 | March 2020

Enterprise Value Chain Automation | November 2019





Financial Services Technology (FinTech)

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Risk & Compliance in BFS IT Services - Provider Compendium 2023 | January 2023

Wealth Management Products - Provider Compendium 2023 | January 2023

Risk & Compliance in BFS IT Services PEAK Matrix® Assessment 2023 | December 2022

Wealth Management Products PEAK Matrix® Assessment 2023 | November 2022

<u>Future of Treasury - Adopting Platforms, APIs, and Cloud for Real-time and Digital Functioning | November 2022</u>

<u>Capital Market Technology and IT Services State of the Market Report 2022: Next Generation Technology to</u> Fuel Business Transformation | October 2022

Enterprise Pulse on Third-party Platforms Services in BFS: Fostering Innovation and Deriving Value During a Talent Crunch | September 2022

<u>Embedded Finance – A Universal Business Theme: Focus on Europe, Latin America, and Asia Pacific | September 2022</u>

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Cards and Payments IT Services Market Study - Provider Compendium 2022 | April 2022

Payments Systems Modernization for Products and Experience Innovation at Speed and Scale | April 2022

Finastra IT Services - Service Provider Compendium 2022 | February 2022

<u>Temenos IT Services – Service Provider Compendium 2022</u> | February 2022

<u>Platform IT Services in Banking and Financial Services (BFS) – Service Provider Compendium 2022</u> | February 2022

Finastra IT Services PEAK Matrix® Assessment 2022 | December 2021

Temenos IT Services PEAK Matrix® Assessment 2022 | December 2021

Assessing the Trade Life Cycle Management Technology Platform Landscape: Reimagining Pre-trade and Post-trade Operations for a Digital-first Mandate | March 2020

<u>Financial Risk Management Platforms Assessment and Vendor Profiles 2020 – Cloud-enabled Modern Data Infrastructure for Intelligent Real-time Risk Management | March 2020</u>





GBS/SS Talent Excellence

Future of Work: Shift to Hybrid Delivery Models | January 2023

The War for Talent in Data, Analytics, and Al (DAAI): Finding the Ideal Operating Model for Organizations | November 2022

Webinar Deck: Elevate Your GBS Employer Brand: Lessons from Top Employers | August 2022

Top GBS Employers™ in India, the Philippines, and Poland | August 2022

<u>Practitioner Perspectives – Top Employers for Tech Talent – Who is Winning the Tech Talent War?</u> | July 2022 | June 2022 | June 2022

Marketing Services Adoption in Retail & Consumer Product Goods (CPG) Global Business Services (GBS) | May 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Enterprise Acquisition Guide for Hot IT Roles | April 2022

Innovative Practices in Talent Development | March 2022

Risk Radar Newsflash | Haryana State Employment of Local Candidates Act, 2020: Implications and Key Takeaways | February 2022

<u>Future of Work Series | Reimagining Workforce and Workplace Mechanics: Who Will Do the Work?</u> | February 2022

Build a Talent Strategy for Today and Tomorrow - Look Around and Look Ahead | January 2022

<u>Technology Services Talent Handbook – Do You Have the Right Locations in Your Delivery Portfolio?</u> | January 2022

Strategic IT Workforce Development Pinnacle Model® Assessment 2022 | December 2021

IT Teams' Expectations for Their Leaders - Capturing the Voice of IT Employees | December 2021

<u>Disruptive and Innovative Technology Solutions for Global Business Services (GBS) Talent Management |</u>
November 2021

KPIs and Performance Benchmarks for GBS Skilling Programs | September 2021

Winning the War for Talent | August 2021

Creating a Future-proof Skilling Strategy | August 2021

Promoting Diversity and Inclusion (D&I) in Global Business Services (GBS) Organizations | June 2021

Building a Differentiated Global Business Services (GBS) Employee Value Proposition (EVP) | May 2021

Future of Work-From-Home in GBS | Separating Hype from Reality | May 2021





Global Business Services

GBS Cost Benchmarks Book | April 2023

GBS CXO Insights: Key Issues for 2023 | April 2023

Webinar Deck: Sustaining Momentum: Key Priorities for GBS Leaders Amid Economic Uncertainty | March 2023

Webinar: Why GBS Change Management is the Key to Added Value and ROI | January 2023

Marketing in a Permacrisis: a CMO Survival Toolkit | January 2023

<u>Virtual Roundtable - The Most Effective Strategies to Address the Future of Work | December 2022</u>

Virtual Roundtable Discussion Deck: The Evolving Role of GBS Organizations in Driving Enterprise-wide Adoption of Intelligent Automation | December 2022

Webinar Deck: Key Issues for 2023: Rise Above Economic Uncertainty and Succeed | December 2022

State of Play in GBS Change Management | November 2022

Integrating Sustainability into the BFS GBS Charter to Help Enterprises Realize Their ESG Goals | November 2022

<u>Virtual Roundtable Discussion Deck: GBS</u>
<u>Capabilities Powering the Insurance Enterprise of the Future</u> | November 2022

"More is Better" | Location and Sourcing Strategy for BFS GBS | October 2022

Virtual Roundtable Discussion Deck: Life Sciences
GBS Success - Reimagining Operating and
Governance Models | September 2022

Webinar Deck: Global Services Market Update: Emerging Location Opportunities to Combat the Economic Slowdown | September 2022

<u>Top GBS Employers™ in India, the Philippines, and Poland</u> | August 2022

Virtual Roundtable Discussion Deck: Retail and CPG GBS Success: Reimagining Operating and Governance Models | August 2022

GBS of the Future: Toward an Integrated and
Borderless GBS Model (Part 2 of 2) | June 2022
Impact Sourcing Specialist Profiles 2022 | June 2022

Marketing Services Adoption in Retail & Consumer Product Goods (CPG) Global Business Services (GBS) | May 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

4Cs to Successfully Attain Business Agility in GBS Organizations | April 2022

Creating More Value: Building Global Centers of Excellence (CoEs) in GBS Organizations | A How-to Guide | April 2022

GBS of the Future: Toward an Integrated and Borderless GBS Model | March 2022

Engineering Services Outsourcing Handbook | March 2022

Global Business Services as the Enabler for Enterprise Hire-to-Retire Services | March 2022

Global Business Services as the Backbone for Enterprise Procurement (S2P) and Supply Chain Management (SCM) Services | March 2022

Global Business Services as the Nerve Center for Enterprise Finance and Accounting Services | March 2022

Global Business Services CXO Insights: Key Issues Report 2022 | March 2022

<u>Build a Talent Strategy for Today and Tomorrow – Look Around and Look Ahead</u> | January 2022

Playbook for Building Global Centers of Excellence (CoE) in GBS Organizations | November 2021

Industry Insights - Insurance | November 2021

Disruptive and Innovative Technology Solutions for Global Business Services (GBS) Talent Management | November 2021

Playbook for Successful Business Relationship Management (BRM) for GBS Organizations | September 2021

Banking, Financial Services, and Insurance GBS
Market Landscape Report | August 2021
Winning the War for Talent | August 2021

<u>Future Growth in Insurance Global Business</u>
<u>Services (GBS) Organizations: Critical Focus Areas</u> |
August 2021

<u>Future of Work From Home (WFH) in Global</u>
<u>Business Services (GBS) Organizations</u> | August 2021

<u>Creating a Future-proof Skilling Strategy</u> | August 2021





Google Cloud

<u>Cautious Optimism Amid Disruption – 2023 Key Issues, Enterprise IT Perspective</u> | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

System Integration (SI) Capabilities on Google Cloud Platform (GCP) Provider Compendium 2023 | November 2022

System Integration (SI) Capabilities on Google Cloud Platform (GCP) PEAK Matrix® Assessment 2022 | October 2022

Cloud Hyperscalers: A Critical – But Not the Only – Building Block of Enterprise IT | June 2021

System Integrator (SI) Capabilities on Google Cloud Platform (GCP) Services Compendium 2021 | December 2020

System Integrator (SI) Capabilities on Google Cloud Platform (GCP) Services PEAK Matrix® Assessment 2021 | December 2020





Healthcare Business Process

Dawn of the Metaverse in Healthcare | April 2023

Revenue Cycle Management (RCM) Trailblazers | March 2023

Navigating the Medicaid Market: Key Themes Riding the Next Wave of Growth | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

<u>Pharmacy Benefits Management (PBM): The Next Big Healthcare Opportunity</u> | January 2023

<u>Medical Coding Operations – Provider Compendium</u> 2023 | January 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

Healthcare Customer Experience Management (CXM) Services in North America – Provider Compendium 2023 | January 2023

Healthcare Customer Experience Management (CXM) Services in North America PEAK Matrix® Assessment 2023 | November 2022

Medical Coding Operations PEAK Matrix® Assessment 2023 | October 2022

Revenue Cycle Management (RCM) Operations – Provider Compendium 2022 | September 2022

Revenue Cycle Management (RCM) Operations
PEAK Matrix® Assessment 2022 | June 2022

Reinvigorated Consolidation in the Revenue Cycle Management (RCM) Sourcing Industry - A US\$30 Billion Opportunity | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

BPS Top 50 - 2022 | May 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

The State of Healthcare Payers in the Postpandemic World: Healthcare Payer Operations State of the Market Report | April 2022

<u>Healthcare Payer Operations – Service Provider</u> Compendium 2022 | March 2022

<u>Healthcare Payer Operations PEAK Matrix®</u> <u>Assessment 2022</u> | February 2022

<u>Intelligent Automation (IA) in Healthcare – Service</u> <u>Provider Compendium 2022</u> | January 2022 Untapped Providers' Demand Signaling
Transformation at Scale: Revenue Cycle
Management (RCM) Operations State of the Market
Report 2022 | December 2021

<u>Healthcare Analytics Services – Service Provider</u> Compendium 2022 | December 2021

<u>Technology/Digital Adoption in Revenue Cycle</u> <u>Management: a Tectonic Evolution</u> | November 2021

<u>Intelligent Automation in Healthcare – Solutions</u> <u>PEAK Matrix® Assessment 2022</u> | November 2021

Riding Next Wave of Growth: Evolving Third-party UK and Ireland BPS Landscape | November 2021

Future of Work Series: Reimagining Workforce and Workplace Mechanics | September 2021

Revenue Cycle Management (RCM) Operations – Service Provider Compendium 2021 | September 2021

Revenue Cycle Management (RCM) Operations – Services PEAK Matrix[®] Assessment 2021 | July 2021

Business Process as a Service (BPaaS) in Healthcare: The Way Forward to Maximize Value and Improve Outcomes | June 2021

The Next Growth Frontier for RCM Service Providers: Looking beyond Initial Arbitrage Opportunities | June 2021

The Role of Technology in Ensuring Business
Resiliency in Revenue Cycle Management (RCM) |
March 2021

Modularity in Medicaid Management Information
Systems (MMIS): Has the Silver Bullet Hit Its Target?

I March 2021

Exploring Technology Frontiers to Unlock Superior Value from Operations: Revenue Cycle Management (RCM) Solutions State of the Market Report 2021 | December 2020

Revenue Cycle Management (RCM) Operations – Service Provider Compendium 2021 | December 2020

Is Work From Home (WFH) the Future of Work? A Perspective on WFH, Locations, and Delivery Strategy Beyond COVID-19 | December 2020

Are Enterprise Business Continuity Plans "REDI" for the Next Disruption | October 2020

Revenue Cycle Management (RCM) Operations – Services PEAK Matrix® Assessment 2020 | September 2020





Healthcare Information Technology

IT Service Provider of the Year - 2023 | April 2023

The Role of Technology in Fighting Future Pandemics | April 2023

<u>Healthcare Customer Experience Platforms – Provider Compendium 2023 | April 2023</u>

Risk Adjustment Solutions in Healthcare | March 2023

<u>Cautious Optimism Amid Disruption – 2023 Key Issues, Enterprise IT Perspective</u> | March 2023

Revenue Cycle Management (RCM) Trailblazers | March 2023

<u>Healthcare Provider Digital Services – Provider</u> Compendium 2023 | March 2023

<u>Healthcare Cloud-based Core Administration</u>
<u>Platforms PEAK Matrix® Assessment 2023</u> | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

Healthcare Provider Digital Services PEAK Matrix® Assessment 2023 | December 2022

Revenue Cycle Management Platforms – Provider Compendium 2023 | December 2022

<u>Healthcare Customer Experience Platforms</u>
PEAK Matrix® Assessment 2023 | December 2022

Revenue Cycle Management Platforms
PEAK Matrix® Assessment 2023 | November 2022

Big Tech's Foray into Healthcare | October 2022

<u>Value-based Care – State of the Market Report 2022</u> | September 2022

<u>Healthcare Payer Digital Services – Service Provider</u>
<u>Compendium 2022</u> | August 2022

<u>Technology as a Strategic Differentiator in an</u> Organization's Growth | June 2022

Enterprise Pulse 2022: Solving the Talent
Conundrum around Availability, Attrition, and
Reskilling of the Workforce | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

Healthcare Payer Digital Services PEAK Matrix® Assessment 2022 | May 2022 The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

<u>IT Service Provider of the Year - 2022</u> | February 2022

<u>Intelligent Automation (IA) in Healthcare – Service</u> <u>Provider Compendium 2022 | January 2022</u>

<u>Cloud for Healthcare – Data Platforms Product</u> <u>Vendor Compendium 2022</u> | January 2022

<u>Cloud for Healthcare – Data Platforms PEAK Matrix®</u> <u>Assessment 2022</u> | December 2021

<u>Healthcare Analytics Services – Service Provider</u> Compendium 2022 | December 2021

Healthcare Analytics Services PEAK Matrix® Assessment 2022 | November 2021

<u>Intelligent Automation in Healthcare – Solutions</u> PEAK Matrix® Assessment 2022 | November 2021

Effective Claims Operations through Scaled Digital Adoption | November 2021

<u>Healthcare Payer Enterprise Insights – H2 2020</u> | September 2021

<u>Healthcare Payer Enterprise Insights – H1 2021</u> | September 2021

<u>Interoperability Beyond Regulatory Compliance</u> | September 2021

<u>Healthcare Provider Enterprise Insights – Q4 2020 & Q1 2021 | August 2021</u>

<u>Health Plan Member Experience Transformation</u> | July 2021

The Future of Healthcare: Accelerating Your Cloud Journey | July 2021

<u>Digital Transformation in the London Insurance</u> <u>Market</u> | July 2021

<u>Digital Healthcare Trailblazers: Top Start-ups</u>
<u>Transforming the US Healthcare System</u> | July 2021

Rise of IT Services Specialists: Delivering on the Service Contextualization Mandate | June 2021

<u>Salesforce Healthcare Services – State of the Market</u> | March 2021

From Dissatisfaction to Delight: Sustaining Client Satisfaction in the Post-pandemic World | March 2021

Recalibrating for Resiliency – 2021 Key Issues in Global Sourcing – Enterprise IT Perspective | January 2021





HealthTech

Healthcare Customer Experience Platforms PEAK Matrix® Assessment 2023 | December 2022

Big Tech's Foray into Healthcare | October 2022

Cloud for Healthcare – Data Platforms Product Vendor Compendium 2022 | January 2022

Cloud for Healthcare – Data Platforms PEAK Matrix® Assessment 2022 | December 2021

Health Plan Member Experience Transformation | July 2021





Human Resources

Rewards and Recognition (R&R) Solutions
PEAK Matrix® Assessment 2023 | April 2023

<u>Unlocking the Full Potential of Users Through</u> Userization and DAPs | March 2023

People Analytics Platforms | March 2023

Nine Employee Experience Solutions Enterprises

Need – Is Surviving the Recession Enough? | March
2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

Fluid Payroll: Multi-country Payroll (MCP) Solutions State of the Market Report 2023 | December 2022

Employer of Record (EOR) – State of the Market 2023 | December 2022

<u>Learning Experience Platforms (LXP) State of the</u> Market Report 2023 | December 2022

Outplacement and Career Transition Services
PEAK Matrix® Assessment 2023 | December 2022

<u>Digital Adoption Platforms (DAP) – State of the Market 2023</u> | December 2022

<u>Earned Wage Access and Financial Wellness</u> <u>Solutions (EWA & FWS) State of the Market Report</u> <u>2023</u> | November 2022

Earned Wage Access and Financial Wellness Solutions (EWA & FWS) in the US – Provider Compendium 2023 | November 2022

<u>Multi-country Payroll (MCP) Solutions – Service</u> <u>Provider Compendium 2023</u> | November 2022

<u>Learning Experience Platform (LXP) – Provider</u> <u>Compendium 2023</u> | November 2022

Employer of Record (EOR) – Provider Compendium 2023 | November 2022

Employee Experience Management (EXM) Platforms

– State of the Market Report 2023 | October 2022

<u>Digital Adoption Platform (DAP) Products</u> Compendium 2023 | October 2022

Global Earned Wage Access (EWA) | October 2022

Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2022 | September 2022

Multi-Process Human Resources Outsourcing (MPHRO) State of the Market Report 2022 – Entwining Employee Experience and MPHRO in the New Normal | September 2022

<u>Learning Experience Platform (LXP) Products</u>
<u>PEAK Matrix® Assessment with Technology Vendor</u>
Landscape 2022 | September 2022

Employer of Record (EOR) Solutions PEAK Matrix® Assessment 2022 | September 2022

<u>An Integrated Operations Transformation Approach</u> <u>for HR</u> | September 2022

Earned Wage Access and Financial Wellness
Solutions (EWA & FWS) in the US – Products
PEAK Matrix® Assessment 2022 | September 2022

<u>Digital Adoption Platform (DAP) Products</u> <u>PEAK Matrix® Assessment with Technology Vendor</u> <u>Landscape 2022 | September 2022</u>

Employee Experience Management (EXM) Platforms

— Technology Vendor Compendium 2022 | June
2022

The Payroll Transformation Journey | June 2022

Learning Experience Platforms (LXPs) | June 2022

360-degree Digital Adoption | June 2022

Multi-process Human Resources Outsourcing (MPHRO) Services – Service Provider Compendium 2022 | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

Navigating Change with Technology for Better Rol | May 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May
2022

Multi-Process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment 2022 | March 2022

Employee Experience Management (EXM) Platforms PEAK Matrix® Assessment 2022 | March 2022

Future of Work Series | Reimagining Workforce and Workplace Mechanics: Who Will Do the Work? | February 2022

Shift Toward an Employee-centric Payroll: Multicountry Payroll (MCP) Solutions State of the Market Report 2022 | January 2022





Insurance Business Process

<u>Digital Underwriting: How to Drive Intelligence and Speed Across the Underwriting Life Cycle</u> | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

<u>Digital Platform and Augmentation Suite (DPAS) in Insurance BPS – Provider Compendium 2023</u> | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

Know What's Changed: The Modernization Spirit Looms in Life and Annuities TPA-Insurer Partnerships | January 2023

Life and Annuities (L&A) Insurance State of the Market Report 2022: a Pathway to Exploring Growth Opportunities Amid a Turbulent Macro Environment | October 2022

<u>Digital Platform and Augmentation Suite (DPAS) in</u> <u>Insurance BPS – Provider Landscape with Services</u> <u>PEAK Matrix® Assessment 2022 | September 2022</u>

Property and Casualty (P&C) Insurance State of the Market Report 2022: Emerging and Evolving Sourcing Strategies in the Post – COVID Era | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022 BPS Top 50 – 2022 | May 2022

<u>Property and Casualty (P&C) Insurance BPS – Service Provider Compendium 2022</u> | May 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

Property and Casualty (P&C) Insurance BPS – Service Provider Landscape with Services
PEAK Matrix® Assessment 2022 | April 2022

<u>Life and Pensions (L&P) Insurance BPS / TPA</u>
<u>Service Provider Compendium 2022</u> | December 2021

<u>Life and Pensions (L&P) Insurance BPS/TPA – Service Provider Landscape with PEAK Matrix®</u>
Assessment 2022 | December 2021

Riding Next Wave of Growth: Evolving Third-party UK and Ireland BPS Landscape | November 2021

<u>Future of Work Series: Reimagining Workforce and Workplace Mechanics</u> | September 2021

<u>Deconstructing Digital Transformation Strategies in Insurance</u> | July 2021

Life and Pensions (L&P) Insurance BPS State of the Market Report 2021: Insurers' Complex Journeys to Simplification | June 2021

<u>Al-powered Insurance Solutions: Content Extraction</u> | February 2021

Property and Casualty (P&C) Insurance Third-Party Administrator (TPA) Services Compendium 2021 | December 2020

Is Work From Home (WFH) the Future of Work? A Perspective on WFH, Locations, and Delivery Strategy Beyond COVID-19 | December 2020

<u>Life and Pensions (L&P) Insurance BPS – Service Provider Compendium 2021</u> | November 2020

<u>Life and Pensions (L&P) Insurance BPO – Service</u> <u>Provider Landscape with PEAK Matrix® Assessment</u> <u>2020</u> | September 2020

<u>Implementing a Digitally Integrated Operations</u> <u>Model</u> | September 2020

<u>Insurance Analytics and Insights (A&I) Third-party – Service Provider Compendium 2020</u> | September 2020

<u>Intelligent Automation in Business Processes (IABP)</u>

<u>State of the Market Report 2020</u> | July 2020

Insurance Analytics and Insights (A&I) Third-party
Services PEAK Matrix® Assessment 2020 | June
2020

Property & Casualty (P&C) Insurance BPS State of the Market Report 2020: Deconstructing the Present and Expected Future of Sourcing Strategies | June 2020

<u>Property and Casualty (P&C) Insurance BPO – Service Provider Compendium 2020 | May 2020</u>

Third Party Administrator (TPA) State of the Market Report 2020: Industry Facing an Urgent Mandate to <u>Transform</u> | April 2020

Property and Casualty (P&C) Insurance BPO – Service Provider Landscape with Services
PEAK Matrix® Assessment 2020 | March 2020





Insurance Information Technology

IT Service Provider of the Year 2023 | April 2023

Making the Right Bets on Core Modernization in Insurance | April 2023

Group Life Policy Administration Systems (PAS)
Products PEAK Matrix® Assessment 2023 – North
America | March 2023

<u>Cautious Optimism Amid Disruption – 2023 Key</u> <u>Issues, Enterprise IT Perspective | March 2023</u>

IT Outsourcing Landscape and Evolving Priorities in Banking, Financial Services, and Insurance | March 2023

<u>Insurance Solutions Specialist Trailblazers 2023</u> | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

<u>Digital Claims in the Property and Casualty (P&C)</u> <u>Insurance Industry - Provider Compendium 2023</u> | January 2023

<u>Guidewire Services – Provider Compendium 2023</u> | January 2023

Application and Digital Services (ADS) in Life and Annuity (L&A) Insurance – Service Provider Compendium 2023 | January 2023

Application and Digital Services in Property & Casualty (P&C) Insurance - Service Provider Compendium 2023 | December 2022

Guidewire Services PEAK Matrix® Assessment 2023 | December 2022

<u>Digital Claims in Property and Casualty (P&C)</u> <u>Insurance – Solutions PEAK Matrix® Assessment</u> 2023 | December 2022

Application and Digital Services (ADS) in Life and Annuity (L&A) Insurance – PEAK Matrix® Assessment 2023 | November 2022

The Journey to Experience Innovation in the US Retirement Industry | November 2022

Application and Digital Services (ADS) in Property & Casualty (P&C) Insurance PEAK Matrix®

Assessment 2023 | November 2022

<u>Insurance IT Services – State of the Market 2022:</u>
<u>Unveiling the Economic Value of Data and the Road to Actualization</u> | October 2022

Retirement Technology Provider Compendium 2022 | September 2022

<u>Future of Financial Services – Web 3.0, Metaverse,</u> <u>and Decentralized Finance</u> | August 2022

Introducing the Rubik's Cube Supplier Segmentation
Approach: Navigating the Talent Crisis by Engaging
Specialist IT Service Providers | June 2022

<u>Technology as a Strategic Differentiator in an</u> <u>Organization's Growth</u> | June 2022

Enterprise Pulse 2022: Solving the Talent Conundrum Around Availability, Attrition, and Reskilling of the Workforce | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

Retirements IT Service Provider Compendium 2022 | April 2022

Achieving Underwriting Excellence | April 2022

<u>Cards and Payments IT Services Market Study – Provider Compendium 2022</u> | April 2022

<u>Contract Renewal – Information Technology (IT)</u> <u>Services 2022 | March 2022</u>

<u>IT Service Provider of the Year - 2022</u> | February 2022

<u>Duck Creek Services – Service Provider</u> <u>Compendium 2022</u> | February 2022

<u>Duck Creek Services PEAK Matrix® Assessment</u> <u>2022</u> | January 2022

Salesforce Services in Insurance Service Provider
Compendium 2022 | January 2022

Salesforce Services in Insurance PEAK Matrix® Assessment 2022 | January 2022

<u>Digital Experience Platforms (DXP) in Insurance</u> <u>Industry – Platform Provider Compendium 2022</u> | January 2022

<u>A Platforms-first Operating Model in Insurance</u> | January 2022

<u>Digital Experience Platforms (DXP) in Insurance</u> <u>Industry Products PEAK Matrix® Assessment 2022</u> | December 2021

<u>Sustainability in Financial Services – the Next Big</u>
<u>Opportunity in Data, Technology, and Services</u> |

December 2021





Insurance Technology (InsurTech)

Group Life Policy Administration Systems (PAS)
Products PEAK Matrix® Assessment 2023 – North
America | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

<u>Digital Claims in the Property and Casualty (P&C)</u> <u>Insurance Industry - Provider Compendium 2023</u> | January 2023

<u>Guidewire Services – Provider Compendium 2023</u> | January 2023

Guidewire Services PEAK Matrix® Assessment 2023

I December 2022

<u>Digital Claims in Property and Casualty (P&C)</u> <u>Insurance – Solutions PEAK Matrix® Assessment</u> 2023 | December 2022

The Journey to Experience Innovation in the US Retirement Industry | November 2022

<u>Insurance IT Services – State of the Market 2022:</u>
<u>Unveiling the Economic Value of Data and the Road</u>
to Actualization | October 2022

Retirement Technology Provider Compendium 2022 | September 2022

<u>Future of Financial Services – Web 3.0, Metaverse,</u> <u>and Decentralized Finance</u> | August 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

<u>Digital Experience Platforms (DXP) in Insurance</u> <u>Industry – Platform Provider Compendium 2022</u> | January 2022

<u>Digital Experience Platforms (DXP) in Insurance</u> <u>Industry Products PEAK Matrix® Assessment 2022</u> | December 2021

<u>Sustainability in Financial Services – the Next Big</u> <u>Opportunity in Data, Technology, and Services</u> | <u>December 2021</u>

Life & Annuities (L&A) Policy Administration Platform Market Landscape and Technology Provider Profiles | September 2021

A Platform-based Operating Model to Transform Financial Services | September 2021

<u>Future Growth in Insurance Global Business</u>
<u>Services (GBS) Organizations: Critical Focus Areas |</u>
August 2021

BFSI Enterprise Adoption Guide for Low-Code/No-Code Technology – Market Trends and Provider Landscape | August 2021

Opportunities and Challenges in the Global Cyber Insurance Market | July 2021

<u>Guidebook for Insurers to Solve the IFRS 17</u> <u>Reporting Puzzle</u> | June 2021

Life & Annuities (L&A) Insurance Core Platform
Software Adoption Trends – Unlocking Efficiency
and Growth for L&A Insurers | December 2020

<u>Predictive Analytics in Insurance: Closing the Data</u> Value Realization Gap | August 2020

BigTechs in BFSI Industry: The Theory of Coexistence for Market Expansion | August 2020

Guidewire Services PEAK Matrix® Assessment 2020

– Setting the Stage for Core on Cloud | May 2020

Assessing Digital Experience Platforms in Insurance and Vendor Profiles 2020 – Building SUPER Insurance Experiences to Drive Differentiation and Growth | April 2020





Insurance Third-Party Administration (TPA) Services

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022 Property and Casualty (P&C) Insurance Third-Party Administrator (TPA) Services Compendium 2021 | December 2020

Is Work From Home (WFH) the Future of Work? A Perspective on WFH, Locations, and Delivery Strategy Beyond COVID-19 | December 2020

Third Party Administrator (TPA) State of the Market Report 2020: Industry Facing an Urgent Mandate to Transform | April 2020





Intelligent Document Processing (IDP)

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Intelligent Document Processing (IDP) State of the Market Report 2022 - Let Al Do the Reading | July 2022

<u>Intelligent Document Processing (IDP) – Technology Provider Compendium 2022</u> | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022 | Intelligent Document Processing (IDP) – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022 | May 2022

Seven Must-have Innovations in Intelligent Document Processing | April 2022

Intelligent Document Processing (IDP) for Unstructured Documents | October 2021

Intelligent Document Processing (IDP) in P&C Insurance | September 2021

Five Pitfalls to Avoid When Adopting Intelligent Document Processing (IDP) | September 2021

Intelligent Document Processing (IDP): A Primer | July 2021

<u>Intelligent Document Processing (IDP) State of the Market Report 2021 – Key to Unlocking Value in Documents</u> | June 2021

Intelligent Document Processing (IDP) Playbook 2021 | June 2021

Intelligent Document Processing (IDP) - Technology Vendor Profile Compendium 2021 | June 2021

Achieving Broader Automation in Finance & Accounting (F&A) through Intelligent Document Processing (IDP) | July 2020

<u>Buyer Satisfaction with Intelligent Document Processing (IDP) – Are Buyers Delighted or Disenchanted?</u> | July 2020

Intelligent Document Processing (IDP) State of the Market Report 2020 – Leave No Page Unturned With AI | June 2020

Intelligent Document Processing (IDP) – Technology Vendor Profile Compendium 2020 | May 2020 | Intelligent Document Processing (IDP) – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2020 | March 2020





Interactive Experience (IX) Services

<u>Generative AI – Revolutionizing the Creative Design</u> and Development Process | April 2023

IT Service Provider of the Year - 2023 | April 2023

<u>Digital Commerce Platform – Provider Compendium</u> 2023 | April 2023

<u>Digital Commerce Platform PEAK Matrix®</u> Assessment 2023 | March 2023

Metaverse: the New Gateway to Enhance Stakeholder Experience | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

An Enterprise Guide to Building Scalable Digital

Product Experiences | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

Adobe Services Provider Compendium 2023 | November 2022

Adobe Services PEAK Matrix® Assessment 2022 | September 2022

Emergence of CDPs: Charting the Path to Datadriven Personalization | July 2022

Technology as a Strategic Differentiator in an Organization's Growth | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

<u>Digital Interactive Experience (IX) Service Provider</u> Compendium 2022 | March 2022

Metaverse Primer: What Is It and Where Can It Be Used? | March 2022

<u>Digital Commerce Platform Trailblazers: Top 15</u> <u>Start-ups Redefining Shoppable Experiences</u> | March 2022

<u>Contract Renewal – Information Technology (IT)</u> <u>Services 2022</u> | March 2022

<u>Digital Interactive Experience (IX) Services</u> PEAK Matrix® Assessment 2022 | February 2022

<u>Digital Marketing's Reckoning with Privacy</u> | October 2021

<u>Customer Data Platform Trailblazers: Top 15</u> <u>Startups Redefining Hyper-personalization</u> | March 2021 Digital Interactive Experience (IX) Services State of the Market Report 2021 - Moving from Persuasive to Purpose Driven Experiences | February 2021

<u>Digital Interactive Experience (IX) Service Provider</u> <u>Compendium 2021</u> | October 2020

<u>Digital Interactive Experience (IX) Services</u> <u>PEAK Matrix® Assessment 2020</u> | September 2020





IT Services Excellence

Webinar Deck: Software and Cloud Pricing and Contract Negotiations: Keep Spend in Check | April 2023 Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar: IT Service Provider 2023 Forecast: the Top 5 Themes for Growth and Wallet Share | February 2023 Webinar Deck: How to Accelerate through Economic Disruption: Strategies for the UK&I and European Markets | December 2022

Webinar Deck: What's Ahead After a Decade of Digital Transformation | October 2022

Webinar Deck: Building A Sovereign And Sustainable Cloud: How Are European Organisations Evolving? | September 2022

Webinar Deck: Planning for a Recession: Is the War for Tech Talent Finally Over? | September 2022 Webinar Deck: Web 3.0 and Metaverse Implications for Sourcing and Technology Leaders | June 2022 Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022





IT Talent Excellence

Decoding Managed Services for Staffing Providers: Navigating the IT Services (ITS) Landscape | March 2023

Cautious Optimism Amid Disruption - 2023 Key Issues, Enterprise IT Perspective | March 2023

Webinar Deck: The Talent Crisis Mystery: Scarcity in Times of Layoffs | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Future of Work: Shift to Hybrid Delivery Models | January 2023

Webinar Deck: Key Issues for 2023: Rise Above Economic Uncertainty and Succeed | December 2022

Webinar Deck: Planning for a Recession: Is the War for Tech Talent Finally Over? | September 2022

Practitioner Perspectives - Top Employers for Tech Talent - Who is Winning the Tech Talent War? | July 2022

Webinar Deck: How to Effectively Attract and Drive Productivity within the Tech Workforce | June 2022 Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Enterprise Acquisition Guide for Hot IT Roles | April 2022

Innovative Practices in Talent Development | March 2022

Technology Skills and Talent: Reimagining Talent Acquisition and Management with Technology Platforms | March 2022

Future of Work Series | Reimagining Workforce and Workplace Mechanics: Who Will Do the Work? | February 2022

Strategic IT Workforce Development Pinnacle Model® Assessment 2022 | December 2021

IT Teams' Expectations for Their Leaders - Capturing the Voice of IT Employees | December 2021

IT Services Skills Taxonomy | May 2021





Life Sciences Business Process

Navigating Economic, Geopolitical, and Regulatory Uncertainty in the Life Sciences Industry | April 2023

<u>Life Sciences Sales and Marketing Operations – Services PEAK Matrix® Assessment 2023</u> | March 2023

What's in a Label? The Evolving Landscape of Labeling and Artwork in the Life Sciences Industry | February 2023

Navigating the Shift in the Pharma-CRO
Engagement Model: Evolving Pharma Needs
Signaling Change | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

The Evolving Pharmacovigilance (PV) Landscape | September 2022

<u>Life Sciences Operations – Provider Compendium</u> 2022 | September 2022

<u>Life Sciences Operations PEAK Matrix® Assessment</u> 2022 | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

BPS Top 50 - 2022 | May 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

MedTech - The Next Colossal Wave in Life Sciences
Outsourcing | April 2022

Riding Next Wave of Growth: Evolving Third-party UK and Ireland BPS Landscape | November 2021

<u>Life Sciences Operations – State of the Market</u> Report 2021 | September 2021

<u>Life Sciences Operations: Changing Market</u>
<u>Dynamics Ushering In a New Wave of Digitalization</u> |
September 2021

<u>Life Sciences (LS) Operations – Service Provider</u> <u>Compendium 2021</u> | September 2021

<u>Future of Work Series: Reimagining Workforce and</u> Workplace Mechanics | September 2021

<u>Life Sciences Operations – Services PEAK Matrix®</u> Assessment 2021 | June 2021 <u>Pharmacovigilance and Complaint Management</u> <u>Operations – Service Provider Compendium 2021</u> | <u>June 2021</u>

Pharmacovigilance and Complaint Management
Operations – Services PEAK Matrix® Assessment
2021 | March 2021

Is Work From Home (WFH) the Future of Work? A Perspective on WFH, Locations, and Delivery Strategy Beyond COVID-19 | December 2020

Intelligent Automation in Business Processes (IABP)

– State of the Market Report 2020 | July 2020

Intelligent Automation in Business Processes (IABP) – Solution Provider Compendium 2020 | March 2020

Impact of Recession on the Business Process Services (BPS) Industry | March 2020

<u>Life Sciences (LS) Operations – Service Provider</u> Compendium 2020 | March 2020

Intelligent Automation in Business Processes (IABP) – Solution Provider Landscape with Solutions
PEAK Matrix® Assessment 2020 | March 2020
Enterprise Value Chain Automation | November

2019





Life Sciences Commercial Technologies

Life Sciences Customer Experience Platforms (CXP) - Provider Compendium 2023 | March 2023 Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Life Sciences Customer Experience Platforms (CXP) PEAK Matrix® Assessment 2023 | December 2022 Life Sciences Commercial Analytics & Al Trailblazers: Top Seven Start-ups Creating A Buzz in The Life Sciences Commercial Technology Landscape | September 2022

Accelerating the Value of Data in Life Sciences | March 2022

Life Sciences Commercial Services Specialists – Service Provider Compendium 2022 | February 2022

Life Sciences Commercial Services Specialists PEAK Matrix® Assessment 2022 | December 2021

Changing Role of Customer Relationship Management (CRM) to Customer Experience Platform (CXP) -Customer Experience Transformation | November 2021

Effective Value-Based Contracting in Life Sciences | June 2021





Life Sciences Information Technology

IT Service Provider of the Year - 2023 | April 2023

<u>Life Sciences Customer Experience Platforms (CXP)</u>
– Provider Compendium 2023 | March 2023

<u>Cautious Optimism Amid Disruption – 2023 Key</u> <u>Issues, Enterprise IT Perspective | March 2023</u>

<u>Life Sciences Decentralized Clinical Trial Platforms</u> State of the Market 2023 | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

<u>Life Sciences Customer Experience Platforms (CXP)</u>
PEAK Matrix® Assessment 2023 | December 2022

<u>Life Sciences Digital Services – Provider</u> Compendium 2023 | November 2022

Remote Patient Monitoring for Decentralized Clinical Trials | November 2022

<u>Life Sciences Digital Services PEAK Matrix®</u> Assessment 2022 | September 2022

Connected Medical Device Services Provider
Compendium 2022 | September 2022

Life Sciences Commercial Analytics & Al
Trailblazers: Top Seven Start-ups Creating A Buzz in
The Life Sciences Commercial Technology
Landscape | September 2022

Clinical Development Platforms Product Provider
Compendium 2022 | August 2022

Connected Medical Device Services PEAK Matrix® Assessment 2022 | August 2022

<u>Clinical Development Platforms Products</u> <u>PEAK Matrix® Assessment 2022</u> | July 2022

Enterprise Pulse 2022: Solving the Talent
Conundrum Around Availability, Attrition, and
Reskilling of the Workforce | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Harnessing the Power of Analytics and Al in Medicine: Life Sciences Enterprises Revamping Processes to Improve Patient Outcomes | May 2022

Accelerating the Value of Data in Life Sciences | March 2022

<u>Social Sustainability in Life Sciences</u> | March 2022 <u>IT Service Provider of the Year - 2022</u> | February 2022

<u>Life Sciences Commercial Services Specialists –</u> Service Provider Compendium 2022 | February 2022

<u>Life Sciences Commercial Services Specialists</u>
PEAK Matrix® Assessment 2022 | December 2021

Changing Role of Customer Relationship
Management (CRM) to Customer Experience
Platform (CXP) – Customer Experience
Transformation | November 2021

<u>Decentralized Clinical Trial Products Market</u> <u>Overview</u> | September 2021

<u>Decentralized Clinical Trial Product Vendor</u> <u>Compendium 2021 | August 2021</u>

<u>Decentralized Clinical Trial Products PEAK Matrix®</u> Assessment 2021 | July 2021

Veeva Services Market Overview | July 2021

<u>Digital Surgery – A Paradigm Shift for the Healthcare</u> Industry | June 2021

Effective Value-Based Contracting in Life Sciences | June 2021

Future Readiness of Life Sciences Enterprise Supply Chains | June 2021

Regulatory Overhaul of the EU Medical Device Market | June 2021

Strength in Adversity: Enterprise Service Resilience
During the COVID-19 Crisis | June 2021

Rise of IT Services Specialists: Delivering on the Service Contextualization Mandate | June 2021

<u>Veeva Services – Service Provider Compendium</u> <u>2021</u> | May 2021

<u>Veeva Services PEAK Matrix® Assessment 2021</u> | March 2021

Connecting Life Sciences Manufacturing Using Industrial IoT | March 2021

From Dissatisfaction to Delight: Sustaining Client Satisfaction in the Post-pandemic World | March 2021

<u>Life Sciences Digital Services – Service Provider</u>
<u>Compendium 2021</u> | February 2021

Recalibrating for Resiliency – 2021 Key Issues in Global Sourcing – Enterprise IT Perspective | January 2021





Locations Insider™

Risk Watch 2023: Tracking Risks in a Volatile and Uncertain World of Global Services Delivery | April 2023

Location Spotlight – Brazil | March 2023

A World of Words: Examining the Spread of European Languages Across the Globe | March 2023

Locations Spotlight - Singapore | March 2023

Webinar Deck: The Talent Treasure Hunt: Where are the Best Locations? | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Wrapped 2022, Unwrapping 2023 | January 2023

Location Spotlight - Fukuoka, Japan | January 2023

Wrapped 2022, Unwrapping 2023 | January 2023

Location Spotlight - Greece | January 2023

Global Locations State of the Market 2022 - Key Trends Shaping the Landscape | December 2022

Locations Spotlight - Munich, Germany | December 2022

The War for Talent in Data, Analytics, and Al (DAAI): Finding the Ideal Operating Model for Organizations | November 2022

Webinar Deck: Outsourcing, Offshoring, and Onshoring: What You Need to Know About Global Location Selection in 2023 | November 2022

The Most In-demand Metaverse Skills in the US November 2022

Location Spotlight - Puerto Rico | November 2022

India's Services Delivery Overview - Tier-1 Hubs Continue to Grow, Tier-2/3 Speeding Up | November 2022

Location Spotlight – Barcelona, Spain | October 2022

Location Spotlight - Scotland | September 2022

Webinar Deck: Global Services Market Update: **Emerging Location Opportunities to Combat the**

Economic Slowdown | September 2022

Location Spotlight - Pune, India | September 2022

Locations Spotlight - Kenya | August 2022

Middle East and North Africa: The Next Frontier in IT-BP Services Delivery | August 2022

Locations Spotlight – Malaysia | August 2022

Location Spotlight - Dubai | July 2022

Location Spotlight - Colombia | July 2022

Locations Spotlight - Peru | July 2022

Risk Radar Newsflash | Presidency Win for Gustavo Petro in Colombia Poses Short-term Services Delivery Risk; Firms Should Adopt a Wait-and-Watch

Approach | June 2022

Locations Spotlight - Quebec City, Canada | June 2022

<u>Location Spotlight – Uruguay</u> | June 2022

US Talent Supply Landscape for the Top 10 Indemand Technology Skills | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

Webinar Deck: 5 Ways to Transform Your Workforce and Location Strategy Amid Global Uncertainties May 2022

Location Spotlight - Portugal | May 2022

Global Locations State of the Market 2022: Talent Drives Locations Strategies | Risk Watch | May 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

The Impact of Demographic Changes on Locations Sustainability | April 2022

Enterprise Acquisition Guide for Hot IT Roles | April 2022

Location Spotlight - Ahmedabad, India | March 2022

Location Spotlight - Málaga, Spain | March 2022

Global Locations State of the Market Report 2022: Talent Drives Locations Strategies | Locations

PEAK Matrix® | March 2022

The Impact of Climate Change on Delivery Locations Sustainability | March 2022

Risk Radar Newsflash | Ukraine-Russia Conflict Poses Risk to Services Delivery; Firms Should Have Backup and Disaster Recovery Plans in Place to Activate as Needed | February 2022

Risk Radar Newsflash | Haryana State Employment of Local Candidates Act, 2020: Implications and Key Takeaways | February 2022

Location Spotlight - Sri Lanka | February 2022 2021 Wrapped, Unwrapping 2022 | February 2022



Market Vista™

Key Issues for 2023: Rise Above Economic
Uncertainty and Succeed - Enterprise Perspective |
April 2023

Global Services Market Key Issues in 2023: Service Provider's Perspective | April 2023

Market Vista™: 2022 Year in Review and Outlook for 2023 | April 2023

Webinar Deck: Global Services: Lessons from 2022 and Key Trends Shaping 2023 | March 2023

Market Vista™: Q1 2023 | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

<u>Industry Insights – Retail and CPG</u> | January 2023

Market Vista™: Q4 2022 | December 2022

<u>Industry Insights – Healthcare</u> | October 2022

Market Vista™: Q3 2022 | September 2022

Webinar Deck: Global Services Market Update: Emerging Location Opportunities to Combat the Economic Slowdown | September 2022

Risk Radar Newsflash | Presidency Win for Gustavo Petro in Colombia Poses Short-term Services Delivery Risk; Firms Should Adopt a Wait-and-Watch Approach | June 2022

Market Vista™: Q2 2022 | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

Webinar Deck: 5 Ways to Transform Your Workforce and Location Strategy Amid Global Uncertainties | May 2022

<u>Industry Insights - Telecom and Network</u> | May 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

Market Vista™: 2021 Year in Review and Outlook for 2022 | March 2022

It Is Not a Talent War; It Is a New Reality – 2022 Key Issues in Global Sourcing - Service Provider Perspective | March 2022

Market Vista™: Q1 2022 | February 2022

Risk Radar Newsflash | Ukraine-Russia Conflict
Poses Risk to Services Delivery; Firms Should Have
Backup and Disaster Recovery Plans in Place to
Activate as Needed | February 2022

Risk Radar Newsflash | Haryana State Employment of Local Candidates Act, 2020: Implications and Key Takeaways | February 2022

<u>It Is Not a Talent War; It Is a New Reality – 2022 Key Issues in Global Sourcing – Enterprise Perspective</u> | February 2022

<u>Industry Insights – Banking and Financial Services</u> | January 2022

Market Vista™: Q4 2021 | December 2021

<u>Industry Insights – Insurance</u> | November 2021

Market Vista™: Q3 2021 | August 2021

Industry Insights - Technology | July 2021

<u>Civil Unrest in South Africa: Limited Impact on Global Services Delivery</u> | July 2021

Navigating the Coronavirus Outbreak for Shared Services Organizations | June 2021

Industry Insights - Life Sciences | June 2021

Market Vista™: Q2 2021 | May 2021

Market Vista™: 2020 Year in Review and Outlook for 2021 | March 2021

<u>US Global Business Services Market Report</u> | March 2021

Market Vista™: Q1 2021 | February 2021

Business Process Services (BPS) 4.0: Heralding the Start of a New Era | February 2021

Recalibrating for Resiliency – 2021 Key Issues in Global Sourcing – European Enterprise Perspective | December 2020

Recalibrating for Resiliency – 2021 Key Issues in Global Sourcing – Enterprise Perspective | December 2020

Is Work From Home (WFH) the Future of Work? A Perspective on WFH, Locations, and Delivery Strategy Beyond COVID-19 | December 2020

Market Vista™: Q4 2020 | November 2020

Market Vista™: Q4 2020 | Section II – Location

Trends and Risks | November 2020

Industry Insights – Oil and Gas | October 2020

Market Vista™: Q3 2020 | August 2020

Risk Radar Newsflash | US H1B Visa Ban to Further Drive Offshoring | July 2020

Workforce Productivity: The Next Frontier in Improving Organizational Efficiency | June 2020





Marketing Services

Webinar Deck: Marketing Services: Five Things You Need to Know to Capture Value in the Current Environment | April 2023

Marketing Services - Provider Compendium 2023 | April 2023

The X, Y, Z of Marketing | March 2023

Marketing Services PEAK Matrix® Assessment 2023 | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Marketing in a Permacrisis: a CMO Survival Toolkit | January 2023

Dawn of the Planet of the Bots | December 2022

A New Paradigm of Marketing Beckons: Marketing Services State of the Market Report 2022 | November 2022

<u>Impact Sourcing Specialist Profiles 2022</u> | June 2022

BPS Top 50 - 2022 | May 2022

Marketing Services Adoption in Retail & Consumer Product Goods (CPG) Global Business Services (GBS) | May 2022

Impact of the Pandemic on the Global Media Market | May 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Marketing Services Provider Compendium 2022 | March 2022

Marketing Services PEAK Matrix® Assessment 2022 | December 2021

Digital Marketing's Reckoning with Privacy | October 2021

Future of Work Series: Reimagining Workforce and Workplace Mechanics | September 2021

Marketing BPS Service Provider Compendium 2021 | November 2020

Marketing BPS Services PEAK Matrix® Assessment 2020 | August 2020





Microsoft Azure

<u>Cautious Optimism Amid Disruption – 2023 Key Issues, Enterprise IT Perspective</u> | March 2023 | Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

System Integration (SI) Capabilities on Microsoft Azure Provider Compendium 2022 | September 2022 | System Integration (SI) Capabilities on Microsoft Azure PEAK Matrix® Assessment 2022 | August 2022 | Cloud Hyperscalers: A Critical – But Not the Only – Building Block of Enterprise IT | June 2021 | Service Integrator (SI) Capabilities on Microsoft Azure Compendium 2021 | December 2020 | System Integrator (SI) Capabilities on Microsoft Azure Services PEAK Matrix® Assessment 2021 | November 2020





Modern Application Development (MAD)

Low-code Application Development Services PEAK Matrix® Assessment 2023 | April 2023

Hitting the Bullseye: Getting Multi-cloud Application Development Right | April 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Multi-cloud Application Development - Service Provider Compendium 2023 | October 2022

Multi-cloud Application Development Services PEAK Matrix® Assessment 2022 | September 2022

Webinar Deck: Low Code for Digital Transformation - Debunk the Myths and Explore the Possibilities | August 2022

Integration Platform Trailblazers: Top 10 Start-ups Unifying Enterprise Applications | March 2022

Low-code Application Development Platforms PEAK Matrix® Assessment 2022 | March 2022

Low-code Workflow Automation Platforms Compendium 2022 | January 2022

Low-code Workflow Automation – the Next Normal for Application Development | December 2021

Making Distributed Agile Work - An Enterprise Adoption Guide | April 2021

<u>Cloud-native Application Services – the Cloud-native Juggernaut is Rolling; Be Mindful of Pitfalls</u> | January 2021

Cloud-native Application Development Services Provider Compendium 2020 | September 2020

Cloud-native Application Development Services PEAK Matrix® Assessment 2020 | August 2020

Rapid Application Development Platform Trailblazers: Top 14 Start-ups in Low-code Platforms – Taking the Code Out of Coding | May 2020





Mortgage Operations

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Put the Pedal to the Metal - An Enterprise Perspective of ESG in Banking | October 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

BPS Top 50 - 2022 | May 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Mortgage Operations - Service Provider Compendium 2022 | April 2022

Mortgage Operations PEAK Matrix® Assessment 2022 | February 2022

Riding Next Wave of Growth: Evolving Third-party UK and Ireland BPS Landscape | November 2021

The Need for Speed in the Digital-First Mortgage Era | November 2021

Future of Work Series: Reimagining Workforce and Workplace Mechanics | September 2021

Business Process Services (BPS) 4.0: Heralding the Start of a New Era | February 2021

Mortgage of the Future | January 2021

<u>Is Work From Home (WFH) the Future of Work? A Perspective on WFH, Locations, and Delivery Strategy</u>
<u>Beyond COVID-19</u> | December 2020

<u>Mortgage Operations – Service Provider Compendium 2021</u> | November 2020

<u>The Pandemic Pandemonium – Assessing the Impact of COVID-19 and the Path to Success for Banking and Financial Services (BFS) in the Next Normal</u> | October 2020





Multi-country Payroll

Nine Employee Experience Solutions Enterprises Need – Is Surviving the Recession Enough? | March 2023 Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Fluid Payroll: Multi-country Payroll (MCP) Solutions State of the Market Report 2023 | December 2022

Earned Wage Access and Financial Wellness Solutions (EWA & FWS) State of the Market Report 2023 | November 2022

Earned Wage Access and Financial Wellness Solutions (EWA & FWS) in the US – Provider Compendium 2023 | November 2022

Multi-country Payroll (MCP) Solutions - Service Provider Compendium 2023 | November 2022

Global Earned Wage Access (EWA) | October 2022

Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2022 | September 2022

<u>Earned Wage Access and Financial Wellness Solutions (EWA & FWS) in the US – Products PEAK Matrix®</u> <u>Assessment 2022</u> | September 2022

The Payroll Transformation Journey | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

BPS Top 50 - 2022 | May 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Shift Toward an Employee-centric Payroll: Multi-country Payroll (MCP) Solutions State of the Market Report 2022 | January 2022

Multi-country Payroll (MCP) Solutions - Service Provider Compendium 2022 | November 2021

Multi-Country Payroll (MCP) Consolidation Demystified | November 2021

Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2021 | October 2021

<u>Planning a Resilient Future Strategy: Multi-country Payroll (MCP) Solutions State of the Market Report 2021</u> | December 2020

Multi-country Payroll (MCP) Solutions - Service Provider Compendium 2021 | December 2020

Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2020 | September 2020





Network Services and 5G

Cautious Optimism Amid Disruption - 2023 Key Issues, Enterprise IT Perspective | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

<u>Network Transformation Services Provider Compendium – Communication Service Providers (CSPs) 2023</u> | January 2023

Network Transformation Services PEAK Matrix® Assessment - Communication Services Providers (CSPs) 2023 | December 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Using Digital Connectivity to Improve Citizen Experience in the Public Sector | June 2021

Using Digital Connectivity to Improve Citizen Experience in the Public Sector | June 2021

Network Transformation and Managed Services Compendium 2020 - Focus on Communication Service Providers | April 2020

Network Transformation and Managed Services PEAK Matrix® Assessment 2020 – Focus on Communications Service Providers | March 2020





Oracle Services

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Oracle Cloud Applications - Systemize Innovation to Drive Business Value | July 2022

Oracle Cloud Applications (OCA) Service Provider Compendium 2022 - Global | April 2022

Oracle Cloud Applications (OCA) Services PEAK Matrix® Assessment 2022 – Europe | April 2022

Oracle Cloud Applications (OCA) Services PEAK Matrix® Assessment 2022 - Global | March 2022

Sustaining Client Satisfaction: Pivot from Implementation to Transformation Partner | February 2022

Enterprise Platform Services - Renewal Opportunity for Service Providers | February 2021





Other publication

IT Service Provider of the Year - 2023 | April 2023

Provider Snapshot | Accenture | March 2023

Provider Snapshot | Coforge Limited | January 2023

Factbook and Primer | Accenture | December 2022

Provider Snapshot | IBM | December 2022

Provider Snapshot | Birlasoft | December 2022

<u>Provider Snapshot | Tech Mahindra</u> | December 2022

Provider Snapshot | Firstsource | December 2022

Provider Snapshot | Mphasis | December 2022

Provider Snapshot | CGI Group | December 2022

<u>Provider Snapshot | DXC Technology</u> | December 2022

Provider Snapshot | Unisys | December 2022

Provider Snapshot | Genpact | December 2022

Provider Snapshot | Infosys | December 2022

Provider Snapshot | HGS | December 2022

Provider Snapshot | Virtusa | December 2022

Provider Snapshot | LTIMindtree | December 2022

Provider Snapshot | Hexaware | December 2022

Provider Snapshot | Deloitte | December 2022

Provider Snapshot | EPAM | December 2022

<u>Provider Snapshot | Exela Technologies | December 2022</u>

<u>Provider Snapshot | Sutherland Global | December 2022</u>

<u>Provider Snapshot | Fujitsu Technology Solutions |</u> December 2022

<u>Provider Snapshot | HCL Technologies | November 2022</u>

Provider Snapshot | Tata Consulting Services (TCS) | November 2022

<u>Factbook and Primer | Cognizant | November 2022</u>

Factbook and Primer | Infosys | November 2022

<u>Provider Snapshot | Automatic Data Processing</u> (ADP) | November 2022 Provider Snapshot | UST | November 2022

Provider Snapshot | Allegis Global Solutions (AGS) | November 2022

<u>Engineering Services Top 50 - 2022</u> | November 2022

Provider Snapshot | Capgemini | November 2022

Provider Snapshot | Wipro | November 2022

Provider Snapshot | Atos | November 2022

Provider Snapshot | WNS | November 2022

Provider Snapshot | Conduent | November 2022

<u>Provider Snapshot | Alight Solutions | November 2022</u>

Provider Snapshot | NTT DATA | November 2022

<u>Practitioner Perspectives – Top Employers for Tech</u>
<u>Talent – Who is Winning the Tech Talent War?</u> | July
2022

Provider Snapshot | Cognizant | July 2022

Provider Snapshot | Capita | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

Provider Snapshot | EXL | May 2022

Provider Snapshot | Teleperformance | May 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

Provider Snapshot | Concentrix | April 2022

Engineering Services Provider of the Year 2022 | March 2022

<u>IT Service Provider of the Year - 2022</u> | February 2022

<u>Factbook and Primer | Tata Consultancy Services</u> (<u>TCS</u>) | February 2022

<u>Build a Talent Strategy for Today and Tomorrow –</u> Look Around and Look Ahead | January 2022

<u>Technology Services Talent Handbook – Do You</u>
<u>Have the Right Locations in Your Delivery Portfolio?</u>
| January 2022

Factbook and Primer | Genpact | December 2021

Provider Snapshot | CGI Group | December 2021





Outsourcing Excellence

Provider Snapshot | Accenture | March 2023

Category Strategy - Supply Chain Management (SCM) | March 2023

<u>Supplier Management Technologies – Adoption</u> Trends | February 2023

Webinar Deck: Top Emerging Technology Trends: Six Things Sourcing Needs to Know in 2023 | February 2023

<u>Talent Acquisition Pinnacle Model® Assessment</u> <u>2023</u> | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

<u>Future of Work: Shift to Hybrid Delivery Models</u> | January 2023

Provider Snapshot | Coforge Limited | January 2023

Factbook and Primer | Accenture | December 2022

Provider Snapshot | Birlasoft | December 2022

Provider Snapshot | IBM | December 2022

<u>Provider Snapshot | Tech Mahindra | December 2022</u>

Provider Snapshot | Firstsource | December 2022

Provider Snapshot | Genpact | December 2022

<u>Provider Snapshot | DXC Technology</u> | December 2022

Provider Snapshot | Virtusa | December 2022

Provider Snapshot | Mphasis | December 2022

Webinar Deck: Key Issues for 2023: Rise Above Economic Uncertainty and Succeed | December 2022

Provider Snapshot | CGI Group | December 2022

Provider Snapshot | Unisys | December 2022

Provider Snapshot | Infosys | December 2022

Provider Snapshot | HGS | December 2022

Provider Snapshot | Hexaware | December 2022

Provider Snapshot | LTIMindtree | December 2022

Provider Snapshot | Deloitte | December 2022

Provider Snapshot | EPAM | December 2022

<u>Provider Snapshot | Exela Technologies | December 2022</u>

<u>Category Strategy - Banking and Financial Services</u>
(BFS) <u>Business Process Services (BPS)</u> | December 2022

<u>Provider Snapshot | Sutherland Global | December 2022</u>

<u>Provider Snapshot | Fujitsu Technology Solutions |</u> December 2022

<u>Category Strategy - Marketing Services</u> | November 2022

Webinar Deck: Outsourcing, Offshoring, and Onshoring: What You Need to Know About Global Location Selection in 2023 | November 2022

<u>Provider Snapshot | HCL Technologies</u> | November 2022

Virtual Roundtable Discussion Deck: 2023
Outsourcing Planning – Preparing for Work Model
and Pricing Changes in a Looming Recession |
November 2022

Provider Snapshot | Tata Consulting Services (TCS) | November 2022

Factbook and Primer | Cognizant | November 2022

Factbook and Primer | Infosys | November 2022

<u>Provider Snapshot | Automatic Data Processing</u> (ADP) | November 2022

<u>PriceBook H2 2022 | Information Technology |</u> November 2022

<u>PriceBook H2 2022 | Business Process</u> | November 2022

Provider Snapshot | UST | November 2022

<u>Provider Snapshot | Allegis Global Solutions (AGS) |</u> November 2022

Provider Snapshot | Capgemini | November 2022

Provider Snapshot | Wipro | November 2022

Provider Snapshot | Atos | November 2022

Provider Snapshot | WNS | November 2022

Provider Snapshot | NTT DATA | November 2022

<u>Provider Snapshot | Alight Solutions | November 2022</u>

Modern Sourcing: a Transition to Efficient and Agile Procurement Models | October 2022

Webinar Deck: The Rubik's Cube Approach to Designing your Service Provider Portfolio | October 2022





Process Mining

Task Mining Playbook 2022 | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

<u>Visualizing Business Operations at a Micro Level – Task Mining State of the Market Report 2022</u> | October 2022

Task Mining – Technology Provider Compendium 2022 | September 2022

<u>Take an Analytical Approach to Improve Processes – Process Mining State of the Market Report 2022</u> | September 2022

Task Mining - Technology Provider Landscape with Products PEAK Matrix® Assessment 2022 | August 2022

Process Mining - Technology Provider Compendium 2022 | July 2022

The Business Case for Process Mining | June 2022

<u>Process Mining – Technology Provider Landscape with Products PEAK Matrix® Assessment 2022</u> | June 2022 <u>Impact Sourcing Specialist Profiles 2022</u> | June 2022

BPS Top 50 - 2022 | May 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Enabling Data-based Process DNA Analysis – Process Mining State of the Market Report 2021 | August 2021

Process Mining - Technology Vendor Compendium 2021 | July 2021

Process Mining Playbook 2021 | June 2021

Process Mining - Technology Vendor Profile Compendium 2020 | June 2021

Building a Healthy Transformation Pipeline through Hybrid Process Mining | June 2021

Process Mining – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2021 | June 2021

Process Mining State of the Market Report 2020 | June 2020

<u>Process Mining – Technology Vendor Landscape with Products PEAK Matrix® Assessment 2020</u> | February 2020





Process Orchestration

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

<u>Unlocking the Power of Hybrid Workforce - Process Orchestration State of the Market 2023</u> | February 2023

Process Orchestration - Technology Provider Compendium 2023 | December 2022

<u>Process Orchestration – Technology Provider Landscape with Products PEAK Matrix® Assessment 2023</u> | November 2022

Process Orchestration – State of the Market Report 2022 | October 2021

Enterprise Process Orchestration | September 2020





Procurement and Supply Chain

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

Procurement Outsourcing (PO) State of the Market 2023 – Modern Sourcing and Outsourcing in Uncertain Times | January 2023

Webinar Deck: Key Issues for 2023: Rise Above Economic Uncertainty and Succeed | December 2022

<u>Leveraging Data Analytics to Build a Truly</u> <u>Connected and Collaborative Supply Chain</u> | November 2022

Procurement Outsourcing (PO) Provider Compendium 2022 | November 2022

Webinar Deck: The Rubik's Cube Approach to Designing your Service Provider Portfolio | October 2022

Procurement Outsourcing (PO) – Service Provider Landscape with Services PEAK Matrix® Assessment 2022 | September 2022

Webinar Deck: Services Costs are Rising: Learn 5
Strategies to Survive | July 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

BPS Top 50 - 2022 | May 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Supply Chain Management (SCM) BPS State of the Market Report 2022 – Increasing Role of Third-party Providers in Reimagining Supply Chain Operations | April 2022

<u>Supply Chain Management (SCM) BPS – Service</u> <u>Provider Compendium 2022</u> | February 2022

Procurement Outsourcing (PO) State of the Market Report 2022 – Accelerating Value through Strategic PO Engagements | January 2022

Supplier Management Toolkit: Risk Management in Outsourcing | December 2021

Supply Chain Management (SCM) BPS – Service
Provider Landscape with PEAK Matrix® Assessment
2022 | December 2021

Riding Next Wave of Growth: Evolving Third-party UK and Ireland BPS Landscape | November 2021

Achieving Sustainable Cost Reduction through Digital Technologies | October 2021

<u>Procurement Outsourcing (PO) – Service Provider</u> <u>Compendium 2021</u> | September 2021

<u>Future of Work Series: Reimagining Workforce and Workplace Mechanics | September 2021</u>

<u>Procurement Outsourcing (PO) – Service Provider</u> <u>Landscape with Services PEAK Matrix® Assessment</u> <u>2021</u> | August 2021

Getting Your Business in Order through Integrated
Order Management | June 2021

Elevating Procurement's Role in the Next Normal
Through Digital Enablement – Procurement
Outsourcing (PO) State of the Market Report 2021 |
December 2020

Future-proofing Supply Chain Management: Building Resilience and Agility through Digital Transformation | December 2020

Is Work From Home (WFH) the Future of Work? A Perspective on WFH, Locations, and Delivery Strategy Beyond COVID-19 | December 2020

Supply Chain Management (SCM) BPO State of the Market Report 2020: COVID-19, A Wake-up Call for SCM | October 2020

<u>Procurement Outsourcing (PO) – Service Provider</u> <u>Compendium 2020</u> | September 2020

Weaving a Customer-centric Supply Chain Through Effective After-sales Services | July 2020

<u>Intelligent Automation in Business Processes (IABP)</u>
<u>– Solution Provider Compendium 2020</u> | March 2020

<u>Unlocking Digital Category Management</u> | March 2020

Impact of Recession on the Business Process Services (BPS) Industry | March 2020

Intelligent Automation in Business Processes (IABP)

– Solution Provider Landscape with Solutions

PEAK Matrix® Assessment 2020 | March 2020

Supply Chain Management (SCM) Business Process
Outsourcing (BPO) Service Provider Compendium
2020 | February 2020

<u>Enterprise Value Chain Automation</u> | November 2019





Recruitment

Operationalizing the Total Talent Acquisition (TTA) Model | April 2023

Joining Forces: How WilsonHCG's Acquisition of Personify Will Impact Healthcare and Life Sciences RPO | April 2023

Nine Employee Experience Solutions Enterprises

Need – Is Surviving the Recession Enough? | March
2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

The Evolution of Recruitment Process Outsourcing (RPO) in the Digital and Talent-starved Era | January 2023

Recruitment Process Outsourcing (RPO) State of the Market Report 2022 | October 2022

Recruitment Process Outsourcing (RPO) – What Do RPO Buyers Want? | September 2022

Future of Work Series - Reimagining Workforce and Workplace Mechanics: How Will the Work Be Done? | August 2022

Recruitment Process Outsourcing (RPO) – Service Provider Compendium 2022 | July 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

Recruitment Process Outsourcing (RPO) Services
PEAK Matrix® Assessment 2022 – Global and EMEA
| April 2022

Future of Work Series | Reimagining Workforce and Workplace Mechanics: Who Will Do the Work? | February 2022

Outplacement and Career Transition Services
PEAK Matrix® Assessment 2022 | November 2021

Riding Next Wave of Growth: Evolving Third-party UK and Ireland BPS Landscape | November 2021

<u>Building for the New Normal: Recruitment Process</u>
<u>Outsourcing (RPO) State of the Market Report 2021</u> |
September 2021

Future of Work Series: Reimagining Workforce and Workplace Mechanics | September 2021

Recruitment Process Outsourcing (RPO) in North
America – Service Provider Landscape with
PEAK Matrix® Assessment 2021 | July 2021

Recruitment Process Outsourcing (RPO) – Service Provider Compendium 2021 | June 2021

Recruitment Process Outsourcing (RPO) 4.0: Heralding a New Era | May 2021

Recruitment Process Outsourcing (RPO) – Service
Provider Landscape with PEAK Matrix® Assessment
2021 | April 2021

Recruitment Process Outsourcing (RPO) in North
America – Service Provider Landscape with
PEAK Matrix® Assessment 2021 | April 2021

A Practical Approach to Total Talent Acquisition (TTA) | February 2021

Is Work From Home (WFH) the Future of Work? A Perspective on WFH, Locations, and Delivery Strategy Beyond COVID-19 | December 2020

Navigating the Waves of a Global Pandemic:
Recruitment Process Outsourcing (RPO) State of the
Market Report 2020 | October 2020

Recruitment Process Outsourcing (RPO) in Europe:

<u>Decoding a Heterogeneous Market</u> | September

2020

Intelligent Automation in Business Processes (IABP)

– State of the Market Report 2020 | July 2020

Collaboration to Beat Disruption: Future of Contingent Workforce Management (CWM) | July 2020

Recruitment Process Outsourcing (RPO) in North
America – Service Provider Landscape with Services
PEAK Matrix® Assessment 2020 | June 2020

Randstad US and AMN Healthcare Announce
Strategic Partnership – Game Changer for Talent
Acquisition in the US Healthcare Industry? | June
2020

WilsonHCG's Acquisition of Profile Search & Selection Strengthens Its Position as a Global RPO Provider | April 2020

Recruitment Process Outsourcing (RPO) – Service Provider Compendium 2020 | April 2020

Recruitment Process Outsourcing (RPO) – Service Provider Landscape with Services PEAK Matrix® Assessment 2020 | April 2020

<u>Cielo Acquires AsiaNet China – RPO Providers'</u> <u>China Streak Continues</u> | April 2020





Retail and CPG IT Services

Cautious Optimism Amid Disruption - 2023 Key Issues, Enterprise IT Perspective | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Industry Insights - Retail and CPG | January 2023

<u>The Future of Field Service Management (FSM) – Driving Business Growth by Leveraging Emerging</u> Technologies | October 2022

<u>Systems of Growth – Building a Platform-based Operating Model to Innovate and Differentiate at Enterprise</u>
<u>Speed and Scale</u> | July 2022

Technology as a Strategic Differentiator in an Organization's Growth | June 2022

<u>Digital Commerce Platform Trailblazers: Top 15 Start-ups Redefining Shoppable Experiences</u> | March 2022

Contract Renewal - Information Technology (IT) Services 2022 | March 2022

Collapsing the Supply Chain: Top 14 Start-ups Redefining Real-time Transportation Visibility | January 2022

Internet of Things (IoT) Supply Chain Solutions Providers Compendium 2022 | December 2021

Internet of Things (IoT) Supply Chain Solutions PEAK Matrix® Assessment 2022 | November 2021

The Retail, Consumer Goods, and Manufacturing (RCM) Future of Experience Handbook | November 2021

Extended Reality and Its Applications Across Industries | September 2021

Winning with Analytics in CPG & Retail – The Need to Continuously Re-invent with Evolving Customer Preferences | October 2020





Retirement Technologies

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

The Journey to Experience Innovation in the US Retirement Industry | November 2022

Retirement Technology Provider Compendium 2022 | September 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Retirements IT Service Provider Compendium 2022 | April 2022

Retirements Technology and IT Services - State of the Market 2022 | November 2021

Making a Business Case for Modernizing Core Systems for the US Retirement Industry: Value Beyond Cost Savings from a Cloud-enabled Recordkeeping System | May 2020





Revenue Cycle Management

Revenue Cycle Management (RCM) Trailblazers | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Medical Coding Operations - Provider Compendium 2023 | January 2023

Revenue Cycle Management Platforms PEAK Matrix® Assessment 2023 | November 2022

Medical Coding Operations PEAK Matrix® Assessment 2023 | October 2022

Revenue Cycle Management (RCM) Operations - Provider Compendium 2022 | September 2022

Revenue Cycle Management (RCM) Operations PEAK Matrix® Assessment 2022 | June 2022

Reinvigorated Consolidation in the Revenue Cycle Management (RCM) Sourcing Industry - A US\$30 Billion Opportunity | June 2022

<u>Untapped Providers' Demand Signaling Transformation at Scale: Revenue Cycle Management (RCM)</u>
<u>Operations State of the Market Report 2022</u> | December 2021

Technology/Digital Adoption in Revenue Cycle Management: a Tectonic Evolution | November 2021

Revenue Cycle Management (RCM) Operations – Service Provider Compendium 2021 | September 2021

Revenue Cycle Management (RCM) Operations – Services PEAK Matrix® Assessment 2021 | July 2021

The Next Growth Frontier for RCM Service Providers: Looking beyond Initial Arbitrage Opportunities | June 2021

The Role of Technology in Ensuring Business Resiliency in Revenue Cycle Management (RCM) | March 2021 | Exploring Technology Frontiers to Unlock Superior Value from Operations: Revenue Cycle Management (RCM) Solutions State of the Market Report 2021 | December 2020

Revenue Cycle Management (RCM) Operations – Service Provider Compendium 2021 | December 2020

Revenue Cycle Management (RCM) Operations – Services PEAK Matrix® Assessment 2020 | September 2020





Rewards and Recognition

Rewards and Recognition (R&R) Solutions PEAK Matrix® Assessment 2023 | April 2023

Nine Employee Experience Solutions Enterprises Need – Is Surviving the Recession Enough? | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Impact Sourcing Specialist Profiles 2022 | June 2022

BPS Top 50 - 2022 | May 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Rewards and Recognition (R&R) Solution Provider Profile Compendium 2021 | June 2021

Rewards and Recognition (R&R) State of the Market Report 2021: The Era of Modernizing Employee Engagement | June 2021

Rewards and Recognition (R&R) Solutions PEAK Matrix® Assessment with Service Provider Landscape 2021 | March 2021

Rewards and Recognition (R&R) Solutions PEAK Matrix® Assessment with Service Provider Landscape 2020 | April 2020





SAP Services

<u>Cautious Optimism Amid Disruption – 2023 Key Issues, Enterprise IT Perspective</u> | March 2023 SAP Business Application Services Provider Compendium 2023 – Global | December 2022

SAP Business Application Services Provider Compendium 2023 – Europe | December 2022

<u>SAP Business Application Services PEAK Matrix® Assessment 2023 – Global</u> | November 2022

SAP Business Applications Services PEAK Matrix® Assessment 2023 – Europe | November 2022

Sustaining Client Satisfaction: Pivot from Implementation to Transformation Partner | February 2022

SAP S/4HANA Services - Rise with Industry Transformations | November 2021

SAP S/4HANA Service Provider Compendium 2021 | June 2021

SAP S/4HANA Services PEAK Matrix® Assessment 2021 | May 2021

Enterprise Platform Services - Renewal Opportunity for Service Providers | February 2021





Service Optimization Technologies

Intelligent Process Automation (IPA) PEAK Matrix® Assessment 2023 | April 2023

Attended Automation Playbook | March 2023

<u>Intelligent Automation (IA) - How Much is Your Dollar</u> <u>Worth?</u> | March 2023

Task Mining Playbook 2022 | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

<u>Unlocking the Power of Hybrid Workforce - Process</u> <u>Orchestration State of the Market 2023</u> | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

The Rise of Smart Digital Workers – Robotic Process

Automation (RPA) State of the Market Report 2023 |

January 2023

<u>Process Orchestration – Technology Provider</u> <u>Compendium 2023</u> | December 2022

Robotic Process Automation (RPA) – Technology Provider Compendium 2023 | December 2022

Buyer Satisfaction with Conversational AI – Exploring the Buyers' Perception of the Market 2023 | November 2022

The Evolution of Process Mining: Game-changing Innovations and Future Outlook | November 2022

Process Orchestration – Technology Provider

Landscape with Products PEAK Matrix® Assessment

2023 | November 2022

<u>The Importance of Process Optimization in System</u>
<u>Transformation</u> | November 2022

<u>Conversational AI – State of the Market 2023</u> | November 2022

<u>Conversational AI – Technology Provider</u> Compendium 2023 | November 2022

Enterprise Automation Playbook 2022 | November 2022

<u>Process Mining in Global Business Services (GBS)</u> | November 2022

<u>Scaling Automation Across the Enterprise</u> | October 2022

Robotic Process Automation (RPA) – Technology
Provider Landscape with PEAK Matrix® Assessment
2022 | October 2022

<u>Visualizing Business Operations at a Micro Level – Task Mining State of the Market Report 2022</u> | October 2022

<u>Task Mining – Technology Provider Compendium</u> <u>2022</u> | September 2022

<u>Conversational AI – Technology Vendor Landscape</u> <u>with Products PEAK Matrix® Assessment 2022</u> | <u>September 2022</u>

<u>Take an Analytical Approach to Improve Processes – Process Mining State of the Market Report 2022</u> | September 2022

<u>Task Mining – Technology Provider Landscape with</u> <u>Products PEAK Matrix® Assessment 2022</u> | August 2022

<u>Process Mining – Technology Provider Compendium</u> <u>2022</u> | July 2022

Intelligent Document Processing (IDP) State of the Market Report 2022 – Let Al Do the Reading | July 2022

A New Era of Business Process Innovation – Intelligent Processes Automation (IPA) State of the Market Report 2022 | June 2022

<u>Intelligent Document Processing (IDP) – Technology</u> <u>Provider Compendium 2022</u> | June 2022

The Business Case for Process Mining | June 2022

<u>Process Mining – Technology Provider Landscape</u> <u>with Products PEAK Matrix® Assessment 2022</u> | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

<u>The Growing Need for Inclusive Talent Models:</u>
<u>Learning from Impact Sourcing Specialists</u> | May 2022

Intelligent Document Processing (IDP) – Technology
Provider Landscape with Products PEAK Matrix®
Assessment 2022 | May 2022

Intelligent Process Automation (IPA) – Solution Provider Compendium 2022 | May 2022

Seven Must-have Innovations in Intelligent Document Processing | April 2022

Intelligent Process Automation (IPA) – Solution
Provider Landscape with PEAK Matrix® Assessment
2022 | March 2022

<u>Defining Attended Robotic Process Automation</u> (RPA) | March 2022





Software Product Engineering Services

Engineering Services CXO Insights: Key Issues Report 2023 | March 2023

Engineering R&D (ER&D) Outlook for 2023 | February 2023

<u>Software Product Engineering Services – Provider</u> <u>Compendium 2023</u> | February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Acing the Art of Platform-driven Growth: Software Product Engineering Services PEAK Matrix®
Assessment 2023 | December 2022

<u>Engineering Services Top 50 - 2022</u> | November 2022

Leading the Pack: Trends for the Top 200
Engineering Research & Development (ER&D)
Enterprises 2022 | September 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models:
Learning from Impact Sourcing Specialists | May 2022

Environmental, Social, and Governance (ESG)
Adoption in the Engineering Landscape | March
2022

Engineering Services Provider of the Year 2022 | March 2022

Engineering R&D (ER&D) Outlook for 2022 | February 2022

Reaching New Frontiers in Experience-centricity and Resilience – Software Product Engineering Services
State of the Market Report 2021 | September 2021

<u>Leading the Pack: Trends for the Top 200</u>
<u>Engineering Research & Development (ER&D)</u>
<u>Enterprises 2021 | September 2021</u>

Extended Reality and Its Applications Across Industries | September 2021

Engineering Services Top 50 - 2021 | June 2021

Reaching New Frontiers in Experience-centricity and Resilience: Software Product Engineering Service

Provider Compendium 2021 | May 2021

Engineering Services Enterprise Pulse: Are
Engineering Enterprises Truly Happy with Their
Service Providers? | April 2021

Reaching New Frontiers in Experience-centricity and Resilience: Software Product Engineering Services
PEAK Matrix® Assessment 2021 | March 2021
Engineering R&D (ER&D) in 2021 | February 2021

<u>Digital Twins and Their Adoption Across Industries</u> | February 2021

<u>Leading the Pack: Trends for the Top 200</u> <u>Engineering Research & Development (ER&D)</u> <u>Enterprises | January 2021</u>

Is Work From Home (WFH) the Future of Work? A Perspective on WFH, Locations, and Delivery Strategy Beyond COVID-19 | December 2020

<u>Cloud Engineering – The Center Stage of Global</u> <u>ER&D</u> | November 2020

<u>Leading European Locations for Global Delivery of</u> Engineering Services | October 2020

Engineering Services Skills Handbook: Preparing for Next Wave of Growth in Global ER&D | July 2020

Verification and Validation (V&V) Engineering
Services PEAK Matrix® Assessment 2020:
Enhancing Brand Assurance Through Intelligent and
Integrated Quality Engineering | February 2020

Global Services Market Pressing Issues in 2020:

Enterprises Engineering Perspective | February 2020

Engineering R&D (ER&D) In 2020: Who Will Move

My Cheese? | February 2020





Supply Chain Management (SCM) Services

<u>Cautious Optimism Amid Disruption – 2023 Key Issues, Enterprise IT Perspective</u> | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Issues for 2023: Rise Above Economic Uncertainty and Succeed | December 2022

Leveraging Data Analytics to Build a Truly Connected and Collaborative Supply Chain | November 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

BPS Top 50 - 2022 | May 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022 Supply Chain Management (SCM) BPS State of the Market Report 2022 – Increasing Role of Third-party Providers in Reimagining Supply Chain Operations | April 2022

Supply Chain Management (SCM) BPS - Service Provider Compendium 2022 | February 2022

Collapsing the Supply Chain: Top 14 Start-ups Redefining Real-time Transportation Visibility | January 2022

<u>Supply Chain Management (SCM) BPS – Service Provider Landscape with PEAK Matrix® Assessment 2022</u> | December 2021

Achieving Sustainable Cost Reduction through Digital Technologies | October 2021

Getting Your Business in Order through Integrated Order Management | June 2021

<u>Future-proofing Supply Chain Management: Building Resilience and Agility through Digital Transformation</u> | December 2020

<u>Supply Chain Management (SCM) Business Process Outsourcing (BPO) Service Provider Compendium 2020</u> | February 2020





Sustainability Technology and Services

A Primer on the Sustainability Software Provider Landscape: the Role of Technology in Driving Sustainability Momentum | April 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

<u>Virtual Roundtable Discussion Deck: Driving Larger-scale Adoption of Impact Sourcing from the Inside Out | December 2022</u>

Webinar Deck: Sustainable Moderation: the "Impact" of "Sourcing" on Trust and Safety | August 2022

Sustainability Enablement Technology Service Provider Compendium 2022 | July 2022

Sustainability Enablement Technology Services PEAK Matrix® Assessment 2022 | June 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

Webinar Deck: Why Technology is the Key to Enabling Sustainability | May 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Environmental, Social, and Governance (ESG) Adoption in the Engineering Landscape | March 2022

Social Sustainability in Life Sciences | March 2022

The Retail, Consumer Goods, and Manufacturing (RCM) Future of Experience Handbook | November 2021 Finance: a Cornerstone of Enterprise Environmental, Social, and Governance (ESG) Strategy | October 2021 Decoding the Sustainability Opportunity in BFSI: Deep-dive into the Environmental, Social, and Governance (ESG) Data & Analytics and Technology Provider Landscape | July 2021





Technology Skills and Talent

Decoding Managed Services for Staffing Providers: Navigating the IT Services (ITS) Landscape | March 2023 Cautious Optimism Amid Disruption - 2023 Key Issues, Enterprise IT Perspective I March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet I February 2023

The War for Talent in Data, Analytics, and AI (DAAI): Finding the Ideal Operating Model for Organizations | November 2022

Webinar Deck: How to Effectively Attract and Drive Productivity within the Tech Workforce | June 2022 Impact Sourcing Specialist Profiles 2022 | June 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022 Technology Skills and Talent: Reimagining Talent Acquisition and Management with Technology Platforms I March 2022

IT Services Skills Taxonomy | May 2021

Making Distributed Agile Work - An Enterprise Adoption Guide | April 2021

Digital Interactive Experience (IX) Services State of the Market Report 2021 - Moving from Persuasive to Purpose Driven Experiences | February 2021

Artificial Intelligence (AI) Services – State of the Market Report 2021 | Scale the AI Summit Through Democratization | January 2021

Charting the Skilling Journey to Build the IT Services Talent of Tomorrow: Replacing the Commodity IT Services Role Definitions | August 2020

Winning the War for Talent: An Enterprise Guide to Building a Sustainable Workforce Strategy | July 2020

Workforce Productivity: The Next Frontier in Improving Organizational Efficiency | June 2020

The Future of Talent in Quality Assurance | February 2020





Trust and Safety

Key Tech Away: Technology Providers in the Trust and Safety Landscape | April 2023

Press Play on Player Experience: Level up Beyond Game Design | April 2023

Trust and Safety Services PEAK Matrix® Assessment 2023 | March 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar Deck: Key Themes to Help Analyst Relations (AR) Teams Navigate 2023 | an AR Professional Exclusive Webinar | January 2023

A Beautiful Mind: Ensuring Moderator Well-being | December 2022

Content Moderation Catch 22: Walking the Regulatory Tightrope | December 2022

What's the Deal? Evolving Sourcing Priorities in Trust and Safety | November 2022

Braving New Frontiers: Trust and Safety State of the Market Report 2022 | September 2022

Wisdom of the Crowd | August 2022

Webinar Deck: Sustainable Moderation: the "Impact" of "Sourcing" on Trust and Safety | August 2022

Taming the Hydra: Trust and Safety (T&S) in the Metaverse | July 2022

Impact Sourcing Specialist Profiles 2022 | June 2022

Trust and Safety - Content Moderation Service Provider Compendium 2022 | May 2022

BPS Top 50 - 2022 | May 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

Trust and Safety – Content Moderation Services PEAK Matrix® Assessment 2022 | April 2022

Play Hard, Play Safe | December 2021

Content Moderators: Guardians of the Online Galaxy | August 2021

Trust and Safety - Content Moderation Service Provider Compendium 2021 | June 2021

Trust and Safety - Content Moderation Services PEAK Matrix® Assessment 2021 | March 2021





Value and Quality Assurance (VQA)

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Enterprise Quality Assurance (QA) – Service Provider Compendium 2022 | January 2022

<u>Unlocking Business Value through DNA-backed Transformation</u> | December 2021

Enterprise Quality Assurance (QA) Services PEAK Matrix® Assessment 2022 | October 2021

The Future of Talent in Quality Assurance | June 2021

Next-generation QA Services – From Mundane Existence to Innovation Engine | February 2020





Webinars

Webinar Deck: Decentralized Clinical Trials: What You Need to Know to Unlock Value | April 2023

Webinar Deck: Continuous Modernization in an Era of Cost Efficiency: Perspectives for BFS Firms in APAC | April 2023

Webinar Deck: Marketing Services: Five Things You Need to Know to Capture Value in the Current Environment | April 2023

Webinar Deck: Software and Cloud Pricing and Contract Negotiations: Keep Spend in Check | April 2023

Webinar Deck: How to Achieve More from Less: Maximizing Value from Applications | April 2023

Webinar Deck: Global Services: Lessons from 2022 and Key Trends Shaping 2023 | March 2023

Webinar Deck: Structuring an Outsourcing Deal in This Era of Uncertainty in Europe | March 2023

Webinar Deck: The Talent Treasure Hunt: Where are the Best Locations? | March 2023

Webinar Deck: Strategies for Customer Experience (CX) Success in an Uncertain World | March 2023

Webinar Deck: Sustaining Momentum: Key Priorities for GBS Leaders Amid Economic Uncertainty | March 2023

Webinar Deck: Top Emerging Technology Trends: Six Things Sourcing Needs to Know in 2023 | February 2023

Webinar Deck: What to Expect from the Metaverse in 2023: Moving Beyond the Hype | February 2023

Webinar Deck: The Talent Crisis Mystery: Scarcity in Times of Layoffs | February 2023

Webinar Deck: Pricing Actions to Capture
Outsourcing Savings and Drive Success in 2023 |
February 2023

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Webinar: IT Service Provider 2023 Forecast: the Top 5 Themes for Growth and Wallet Share | February 2023

Webinar: Why GBS Change Management is the Key to Added Value and ROI | January 2023

Webinar Deck: Driving Outsourcing Maturity: the Answer to Economic Uncertainty | January 2023

Webinar Deck: Key Themes to Help Analyst
Relations (AR) Teams Navigate 2023 | an AR
Professional Exclusive Webinar | January 2023

Webinar Deck: Key Issues for 2023: Rise Above Economic Uncertainty and Succeed | December 2022

Webinar Deck: How to Accelerate through Economic Disruption: Strategies for the UK&I and European Markets | December 2022

Webinar Deck: Outsourcing, Offshoring, and Onshoring: What You Need to Know About Global Location Selection in 2023 | November 2022

Webinar Deck: Outsourcing Pricing: What to Expect Next | November 2022

Webinar Deck: How to Unlock the Full Value of Cloud | November 2022

Webinar Deck: The Rubik's Cube Approach to

Designing your Service Provider Portfolio | October

2022

Webinar Deck: What's Ahead After a Decade of Digital Transformation | October 2022

Webinar Deck: How are Leading Organizations

Delivering Exceptional Customer Experience? |

October 2022

Webinar Deck: Building A Sovereign And
Sustainable Cloud: How Are European
Organisations Evolving? | September 2022

Webinar Deck: Becoming a Customer of Choice: How to Boost Your Supplier Relationships | September 2022

Webinar Deck: Planning for a Recession: Is the War for Tech Talent Finally Over? | September 2022

Webinar Deck: Global Services Market Update: Emerging Location Opportunities to Combat the Economic Slowdown | September 2022

Webinar Deck: Elevate Your GBS Employer Brand: Lessons from Top Employers | August 2022

<u>Webinar Deck: Low Code for Digital Transformation - Debunk the Myths and Explore the Possibilities</u> | August 2022

Webinar Deck: Sustainable Moderation: the "Impact" of "Sourcing" on Trust and Safety | August 2022

<u>Webinar Deck: Razor-sharp Solution Sizing for IT Services: How to Ensure Competitive Pricing</u> | July 2022





Work at Home Agent (WAHA) Customer Experience Management (CXM)

Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet | February 2023

Impact Sourcing Specialist Profiles 2022 | June 2022

BPS Top 50 - 2022 | May 2022

The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists | May 2022

<u>The Increasing Role of Bring Your Own Device (BYOD) in CXM – Trends, Challenges, and Opportunities</u> | April 2022

<u>Delivering Superior Experiences: How Positive Agent Experience Amplifies Customer Experience</u> | June 2021 | Work at Home Agent (WAHA) Customer Experience Management (CXM) – Service Provider Compendium 2021 | March 2021

Is Your Remote Working Strategy Built to Last? | March 2021

Work at Home Agent (WAHA) Customer Experience Management (CXM) – Service Provider Landscape with Services PEAK Matrix® Assessment 2021 | January 2021

<u>Is Work From Home (WFH) the Future of Work? A Perspective on WFH, Locations, and Delivery Strategy</u>
<u>Beyond COVID-19</u> | December 2020

Work at Home Agent (WAHA) Adoption Trends – Impact of COVID-19 | August 2020

Orchestrating Successful WAHA-based Delivery | January 2020







Stay connected

Website

everestgrp.com

Social Media

- in @Everest Group
- **♠** @Everest Group
- ▶ @Everest Group

Blog

everestgrp.com/blog

Dallas (Headquarters)

info@everestgrp.com +1-214-451-3000

Bangalore

india@everestgrp.com +91-80-61463500

Delhi

india@everestgrp.com +91-124-496-1000

London

unitedkingdom@everestgrp.com +44-207-129-1318

Toronto

canada@everestgrp.com +1-416-388-6765