



# HfS

*Architects of Global Business*

Research • Strategy • Community

[www.hfsresearch.com](http://www.hfsresearch.com)



## Research, Insight, and Advice for Buyers of Global Business and IT Services

### ABOUT HfS

HfS is the leading analyst authority and knowledge community for global business and IT services.

HfS educates and facilitates discussion among the world's largest knowledge community of services professionals, over 140,000 subscribers.

HfS delivers rapid insights on global sourcing industry trends and developments. Since 2011, HfS has surveyed over 15,000 organizations on their sourcing intentions and dynamics.

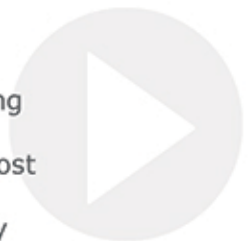
### HfS EXECUTIVE COUNCIL

The foundation to HfS services is membership to the HfS Executive Council, a private, members-only group designed to foster networking, debate and the exchange of best practices among the industry's leading buy-side services professionals. With over one trillion dollars in market cap and well over 20 billion in annual outsourcing spend, this peer group represents the most sophisticated buyers in the world for global business and IT services.

With Executive Council membership, you will garner enterprise access to HfS research and data, participate in members-only webcasts and teleconferences, engage HfS analysts in monthly advisory sessions and enjoy complimentary access to HfS spring and fall summits.

### HfS RESEARCH

HfS research draws from the industry's largest network of enterprise practitioners, and our experts tap deep industry experience and leading edge thinking about global business and IT services. Clients gain exclusive access to our most valuable research and data, delivering critical insight for making key business decisions, every day. HfS can also help clients leverage knowledge and strategic insight in a rapid, responsive and engaging manner for custom requests.



**LEARN MORE:** Contact HfS today, e-mail: [insights@hfsresearch.com](mailto:insights@hfsresearch.com) or call +1 (800) 449 4206 ext 9



## ADVISORY SERVICES

HfS experts are available on-demand when you need them, with ideas on multiple ways to bring innovation and success to your sourcing environment.

### *Analyst Strategy Sessions*

HfS analyst strategy sessions use a unique and proven methodology for supporting your business decisions. Strategy sessions typically last either a half-day or a full day, and include a review of relevant data for the topic at hand. Sessions conclude with discussions that reach consensus on a path forward. We'll be happy to provide examples of how previous clients have used an analyst strategy session.

### *Analyst Inquiry Units*

With HfS analyst inquiry units, you gain timely access to the industry's most complete body of knowledge so that you can make real-time, research-based decisions. You can schedule inquiry units for use at any time. An HfS Research analyst will respond to your inquiry directly by phone.

## HfS EVENTS

HfS has an unrivaled network of over 120,000 services professionals. We are pleased to bring relevant discussion and debate to the forefront with a regular lineup of live events:

### *HfS Webinars*

HfS brings together leading industry experts from across the globe to our vast community of services professionals. Providers, advisors, yay-sayers, nay-sayers, gurus and experts alike delve into rich discussion and debate on timely, relevant industry issues, opportunities and trends. Visit [www.hfsresearch.com](http://www.hfsresearch.com) to stay abreast of upcoming webinars and events.

## BENCHMARKING SOLUTIONS

Accelerate your business performance with HfS benchmarking solutions.

### *Price Benchmarks: HfS PriceIndicator™*

HfS analysts research local labor rates, exchange-rate fluctuations, service provider margins, and other relevant geographical dynamics on an ongoing basis, to produce the most accurate and current lens into today's ITO and BPO pricing. Data is mined from more than 1,000 current contracts, producing price ranges for different staffing roles across 13 major destination countries.

PriceIndicator™ provides a narrow range of hourly FTE pricing benchmarks, updated on a bi-annual basis.

### *Best Practice Benchmarks*

Join HfS in discovering how well your organization performs relative to your competitors. HfS analysts measure process and operational effectiveness, driving data from metrics into solutions for your enterprise.

### *HfS Roundtables and Summits*

HfS Sourcing Executive Council regional roundtables and summits are considered the most prestigious in the sourcing industry, renowned for intense "behind closed doors" debate, superlative research, and exclusive networking opportunities for the global sourcing elite. Agendas are shaped specifically to stimulate discussion and debate to fulfill the primary purpose of shaping the future global operating model for today's enterprises.

Attendance is reserved for members of the HfS Sourcing Executive Council: senior, buy-side professionals deeply involved in sourcing planning and execution.