



The 2013 Global Outsourcing 100® Sub-Lists

- Best 10 Overall
- By Industry Focus
- By Service Area
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- Honors and Highlights

Best 10

Leaders in Overall Revenue	Rising Stars in Overall Revenue	Leaders in Revenue Growth
Accenture	Bleum	Beyondsoft
ARAMARK	China Talent Group	Datamatics Global Services
Capgemini	Endava	EPAM Systems
Getronics Workspace Alliance	GeBBS Healthcare Solutions	ExlService Holdings
Infosys	Nagarro	HiSoft Technology International (now Pactera)
ISS	Scicom	Integreon Managed Solutions
Johnson Controls - Global WorkPlace Solutions	Symphony House	iSoftStone Information Technology
Randstad Sourceright	Syngy	Newmark Grubb Knight Frank
Sodexo	Telecontact	Pitney Bowes Services Solutions
Wipro Technologies	Xceed	Serco
Rising Stars in Revenue Growth	Leaders in Number of Employees	Rising Stars in Number of Employees
emids Technologies	Accenture	Affinity Express
First Line Software	Aegis Limited	Azure Knowledge Corporation
National Medical Billing Services	ARAMARK	China Talent Group
Oxagile	CSC	GeBBS Healthcare Solutions
QArea	Genpact	Nagarro
Riverwood Solutions	HCL Technologies	ReSource Pro
Rural Sourcing	Infosys	Scicom
Shinetech Software	ISS	Symphony House
Softjour	Sodexo	Telecontact
The Pythian Group	Wipro Technologies	Xceed
Leaders in Employee Growth	Rising Stars in Employee Growth	Leaders in No. of Centers Worldwide
Beyondsoft	Artezio	ARAMARK
BRQ IT Services	emids Technologies	Canon Business Process Services (formerly Océ Business Services)
ExlService Holdings	First Line Software	Capgemini
HEROts	National Medical Billing Services	CBRE
InnerWorkings	Oxagile	Colliers International
Insigma	QArea	Diebold Integrated Services®
iSoftStone Information Technology	QX	ISS
Newmark Grubb Knight Frank	Riverwood Solutions	Jones Lang LaSalle
Randstad Sourceright	Rural Sourcing	Newmark Grubb Knight Frank

Serco	The Pythian Group	Sodexo
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Rising Stars in No. of Centers Worldwide	CSR in Outsourcing	
Artezio	Accenture	
Azure Knowledge Corporation	Aegis Limited	
China Talent Group	CBRE	
Freeborders	Diebold Integrated Services®	
Intetics	Infosys	
Itransition	ISS	
Miratech	Johnson Controls - Global WorkPlace Solutions	
SaM Solutions	Jones Lang LaSalle	
Shinotech Software	Newmark Grubb Knight Frank	
Telecontact	Sodexo	

By Industry Focus – Best 5

Leaders – Oil & Natural Gas	Leaders - Automotive	Leaders - Education
Getronics Workspace Alliance	Aditya Birla Minacs	ARAMARK
Johnson Controls - Global WorkPlace Solutions	Advanced Technology Services	Indecomm Global Services
Kelly Outsourcing and Consulting Group	Neusoft	Sodexo
Long View Systems	Stefanini	
NEORIS		
Companies – Real Estate (Construction, Transaction)	Companies - Hospitality	Companies – Air Transportation
Altisource	AbsolutData	Hexaware Technologies
Cassidy Turley	Cybage Software	Infotech Enterprises
Getronics Workspace Alliance	Freeborders	NIIT Technologies
Jones Lang LaSalle	InnerWorkings	Scicom
Prominente	QX	Serco
RR Donnelley Global Outsourcing	Shinotech Software	

By Industry Focus – Best 10

Leaders – Entertainment & Media	Leaders - Services	Rising Stars – Entertainment & Media
Amdocs	Ceridian	Affinity Express
Concentrix	Colliers International	DATROSE
Cybage Software	Diebold Integrated Services®	Endava
Datamatics Global Services	Donlen Corporation	First Line Software
EPAM Systems	Hexaware Technologies	Itransition
HEROtsc	LeasePlan USA	Oxagile
MERA	NCR	QArea
Quattro	Procurian	Softjour
SPi Global	tgestiona	Symphony House
Swiss Post Solutions	TIVIT	
Virtusa		

Rising Stars – Retail & Consumer Goods	Rising Stars – Financial Services (Banking, Markets)	Rising Stars – Health Care
AbsolutData	Artezio	AGS Health
Artezio	Endava	Auriga
Bleum	Freeborders	Azure Knowledge Corporation
China Talent Group	LegalBase	DATROSE
Cross-Tab Marketing Services	Miratech	emids Technologies
DATROSE	Nagarro	GeBBS Healthcare Solutions
LegalBase	Reksoft	Harbinger Systems
Nagarro	SaM Solutions	National Medical Billing Services
Riverwood Solutions	Softjour	QX
Rural Sourcing	The Pythian Group	The Pythian Group
Rising Stars – Services	Rising Stars – Telecommunications	Companies - Pharmaceuticals
AbsolutData	ltransition	Ci&T
API Outsourcing	Miratech	GeBBS Healthcare Solutions
China Talent Group	Oxagile	Getronics Workspace Alliance
Cross-Tab Marketing Services	Reksoft	Johnson Controls - Global WorkPlace Solutions
Endava	Riverwood Solutions	Kelly Outsourcing and Consulting Group
Intetics	Scicom	LeasePlan USA
Prominente	Syngy	Quattro
Shinotech Software	TEAM International	Rural Sourcing
Softjour	Telecontact	Syngy
TEAM International	Xceed	The Millennium Group
Companies - Utilities		
API Outsourcing		
BRQ IT Services		
Collabera		
Donlen Corporation		
Grupo Provider		
Prominente		
The Pythian Group		
WNS Global Services		
By Industry Focus – Best 20		
Leaders - Retail & Consumer Goods	Leaders – Financial Services (Banking, Markets)	Leaders – Healthcare
Accenture	Canon Business Process Services (formerly Océ Business Services)	Aegis Limited
Banner Managed Communication	Cassidy Turley	Allscripts Healthcare
Cassidy Turley	CBRE	ARAMARK
Ceridian	Genpact	CBRE
Ci&T	Infosys	Expert Global Solutions (EGS)
Colliers International	ISS	Firstsource
Cybage Software	ITC Infotech	Grupo ASSA
Donlen Corporation	Jones Lang LaSalle	HCL Technologies
HCL Technologies	NCR	HGS
HGS	Newmark Grubb Knight Frank	Long View Systems

Infosys	Pitney Bowes Services Solutions	Neusoft
ITC Infotech	Softtek	Persistent Systems
LeasePlan USA	Syntel	Sodexo
NCR	TeleTech	SoftServe
NEORIS	TIVIT	SourceHOV
Procurian	transcosmos	SPi Global
Quattro	VancelInfo (now Pactera)	Syntel
Sutherland Global Services	Williams Lea	TechnoSoft
transcosmos	Wipro Technologies	The Results Companies
Williams Lea	Xchanging	
Leaders – Technology (Hardware & Software)	Leaders – Telecommunications	Leaders – Discrete Manufacturing
EPAM Systems	Aegis Limited	Advanced Technology Services
HiSoft Technology International (now Pactera)	Amdocs	Canon Business Process Services (formerly Océ Business Services)
IBA Group	CGI	Capgemini
Indecomm Global Services	ChinaSoft International	Ceridian
Infotech Enterprises	Expert Global Solutions (EGS)	CSC
iSoftStone Information Technology	Firstsource	Genpact
Johnson Controls - Global WorkPlace Solutions	HGS	HCL Technologies
Jones Lang LaSalle	Insigma	HiSoft Technology International (now Pactera)
Kelly Outsourcing and Consulting Group	iSoftStone Information Technology	IBA Group
Luxoft	Luxoft	Infosys
Newmark Grubb Knight Frank	Neusoft	Infotech Enterprises
Persistent Systems	Newmark Grubb Knight Frank	Inspur
Sitel	Persistent Systems	ISS
Softtek	Serco	ITC Infotech
Sutherland Global Services	Sitel	NEORIS
Sykes Enterprises	Sutherland Global Services	Procurian
TeleTech	Sykes Enterprises	Softtek
Towers Watson	TeleTech	Stefanini
transcosmos	tgestiona	TIVIT
VancelInfo (now Pactera)	VancelInfo (now Pactera)	Towers Watson
Rising Stars – Technology (Hardware & Software)	Companies - Government (all levels)	Companies – Financial Services (Insurance)
Auriga	Capgemini	Altisource
Bleum	CGI	Banner Managed Communication
China Talent Group	ChinaSoft International	Birlasoft
GeBBS Healthcare Solutions	CSC	CSC
Harbinger Systems	Emerio GlobeSoft	Datamatics Global Services
Intetics	First Line Software	Exigen Services
Itransition	Grupo Provider	ExlService Holdings
Nagarro	Insigma	Freeborders
Oxagile	ISS	Genpact
QArea	Mastek	Mastek
Riverwood Solutions	Miratech	NIIT Technologies
Rural Sourcing	Pitney Bowes Services Solutions	Pitney Bowes Services Solutions
SaM Solutions	Reksoft	ReSource Pro

Scicom	SaM Solutions	RR Donnelley Global Outsourcing
Shinotech Software	SourceHOV	SEI
Symphony House	TechnoSoft	Swiss Post Solutions
TEAM International	Unisys	Syntel
Xceed	VADS Business Process	The Millennium Group
	Wicresoft	WNS Global Services
	Xceed	Xchanging

By Service Area – Best 5

Rising Stars – Financial Management	Rising Stars – Customer Relationship Management Services	Rising Stars – Human Resources Services
API Outsourcing	Azure Knowledge Corporation	China Talent Group
DATROSE	Prominente	DATROSE
Freeborders	Scicom	SaM Solutions
LegalBase	Symphony House	Scicom
QX	Telecontact	Symphony House
Symphony House	Xceed	Syngy
		TEAM International
Rising Stars – Transaction Processing Services	Rising Stars – Industry-Specific Services	Companies - Legal Services
Bleum	Azure Knowledge Corporation	Integreon Managed Solutions
Prominente	emids Technologies	LegalBase
ReSource Pro	Intetics	Pitney Bowes Services Solutions
Scicom	ltransition	RR Donnelley Global Outsourcing
Syngy	National Medical Billing Services	
Telecontact	Oxagile	
Xceed	ReSource Pro	
	Riverwood Solutions	
Companies – Administrative Services	Companies - Sales	Companies - Logistics
Aon Hewitt	Concentrix	Alorica
Beyondsoft	HEROtsC	Banner Managed Communication
Canon Business Process Services (formerly Océ Business Services)	Sitel	Kelly Outsourcing and Consulting Group
China Talent Group	Sykes Enterprises	Procurian
tgestiona	Telecontact	Riverwood Solutions
The Millennium Group	TeleTech	tgestiona
Towers Watson	The Results Companies	

By Service Area – Best 10

Leaders - Real Estate & Capital Asset Mgt. Services	Leaders - Document Management Services	Leaders - Human Resources Services
Altisource	Banner Managed Communication	Accenture
Cassidy Turley	Canon Business Process Services (formerly Océ Business Services)	Aon Hewitt
CBRE	IBA Group	Ceridian
Colliers International	Integreon Managed Solutions	Emerio GlobeSoft
Johnson Controls - Global WorkPlace Solutions	Pitney Bowes Services Solutions	Hexaware Technologies
Jones Lang LaSalle	RR Donnelley Global Outsourcing	Kelly Outsourcing and Consulting Group
LeasePlan USA	SourceHOV	Randstad Sourceright

Newmark Grubb Knight Frank	SPi Global	Towers Watson
Sodexo	Swiss Post Solutions	VADS Business Process
	The Millennium Group	Wicresoft
	Williams Lea	
Leaders – Facility Services	Rising Stars – Information/Comm. Technology Services	Companies – Corporate Services
ARAMARK	Artezio	Cassidy Turley
Canon Business Process Services (formerly Océ Business Services)	Freeborders	Colliers International
Cassidy Turley	Harbinger Systems	Cross-Tab Marketing Services
CBRE	Itransition	Donlen Corporation
Colliers International	Nagarro	Indecomm Global Services
ISS	Oxagile	InnerWorkings
Johnson Controls - Global WorkPlace Solutions	Prominente	Integreon Managed Solutions
Jones Lang LaSalle	Reksoft	Jones Lang LaSalle
Newmark Grubb Knight Frank	TEAM International	LeasePlan USA
Pitney Bowes Services Solutions	The Pythian Group	Quattro
Sodexo		
Companies – Marketing Services		
AbsolutData		
Aditya Birla Minacs		
Affinity Express		
Banner Managed Communication		
Ci&T		
Concentrix		
Cross-Tab Marketing Services		
eClerx Services		
Freeborders		
InnerWorkings		
Procurian		
transcosmos		
Williams Lea		

By Service Area – Best 20

Leaders - Industry-Specific Services	Leaders – Information/Comm. Technology Services	Leaders – Transaction Processing Services
Amdocs	Accenture	Amdocs
CGI	Amdocs	Ceridian
ChinaSoft International	Capgemini	CGI
CSC	CGI	Donlen Corporation
Datamatics Global Services	CSC	Firstsource
Diebold Integrated Services®	Datamatics Global Services	HCL Technologies
Firstsource	EPAM Systems	Hexaware Technologies
HGS	Getronics Workspace Alliance	HGS
HiSoft Technology International (now Pactera)	HCL Technologies	Indecomm Global Services
Infotech Enterprises	HiSoft Technology International (now Pactera)	Infosys
Insigma	Infosys	NCR

iSoftStone Information Technology	Insigma	Serco
Luxoft	iSoftStone Information Technology	Softtek
NCR	ITC Infotech	Stefanini
Neusoft	Luxoft	Swiss Post Solutions
Sitel	NCR	Sykes Enterprises
Sutherland Global Services	Softtek	Syntel
Syntel	Syntel	Towers Watson
Williams Lea	TIVIT	VADS Business Process
WNS Global Services	Wipro Technologies	Xchanging
Leaders – Customer Relationship Mgt. Services	Companies– Research & Development Services	Companies – Financial Management Services
Aditya Birla Minacs	Artezio	Accenture
Aegis Limited	Auriga	Aegis Limited
Altisource	Bleum	Altisource
Capgemini	ChinaSoft International	Capgemini
Concentrix	Cybage Software	Datamatics Global Services
Diebold Integrated Services®	First Line Software	DATROSE
Expert Global Solutions (EGS)	Genpact	eClerx Services
Firstsource	Harbinger Systems	ExlService Holdings
HEROtsc	HCL Technologies	Expert Global Solutions (EGS)
HGS	HiSoft Technology International (now Pactera)	Freeborders
Serco	Infotech Enterprises	Genpact
Sitel	Intetics	Grupo Provider
SPi Global	Luxoft	iSoftStone Information Technology
Sutherland Global Services	Miratech	Quattro
Sykes Enterprises	Neusoft	RR Donnelley Global Outsourcing
TeleTech	Persistent Systems	SEI
The Results Companies	QArea	Serco
transcosmos	SaM Solutions	Sutherland Global Services
VADS Business Process	TEAM International	tgestiona
WNS Global Services	VancelInfo (now Pactera)	WNS Global Services
By Region Served – Best 5		
Rising Stars in Australia/New Zealand	Rising Stars – Most Employees in China	Rising Stars – Most Employees in US
Affinity Express	Bleum	API Outsourcing
Oxagile	China Talent Group	DATROSE
QArea	Freeborders	GeBBS Healthcare Solutions
Shinotech Software	ReSource Pro	National Medical Billing Services
TEAM International	Riverwood Solutions	QArea
The Pythian Group	Shinotech Software	Rural Sourcing
Rising Stars in Southeast Asia	Rising Stars in Russia	Rising Stars in Canada
China Talent Group	Artezio	Affinity Express
Scicom	Auriga	DATROSE
Symphony House	First Line Software	GeBBS Healthcare Solutions
Syngy	Reksoft	The Pythian Group
	SaM Solutions	Xceed

	Telecontact	
Companies – Most Employees in Russia	Companies in Mexico	Companies in Eastern Europe
Auriga	Advanced Technology Services	EPAM Systems
Exigen Services	Donlen Corporation	IBA Group
First Line Software	Nagarro	Infotech Enterprises
MERA	NEORIS	Kelly Outsourcing and Consulting Group
Reksoft	Softtek	Miratech
Telecontact	TeleTech	Softjour
		SoftServe
Companies in Middle East		
Long View Systems		
Quattro		
Sutherland Global Services		
Xceed		
By Region Served – Best 10		
Leaders – Most Employees in China	Leaders in Southeast Asia	Rising Stars in UK
Beyondsoft	Alorica	AbsolutData
ChinaSoft International	Amdocs	Bleum
Cienet International	Concentrix	Cross-Tab Marketing Services
HiSoft Technology International (now Pactera)	Emerio GlobeSoft	Endava
Insigma	FPT Software	Harbinger Systems
Inspur	Indecomm Global Services	Intetics
iSoftStone Information Technology	ISS	Itransition
Neusoft	NCR	LegalBase
VancelInfo (now Pactera)	TeleTech	QX
Wicresoft	transcosmos	Scicom
Companies in Japan	Companies – Employees in Eastern Europe	Companies in South/Central America
Bleum	Artezio	Alorica
ChinaSoft International	Endava	BRQ IT Services
FPT Software	EPAM Systems	Ci&T
Genpact	IBA Group	Diebold Integrated Services®
Getronics Workspace Alliance	Intetics	GeBBS Healthcare Solutions
HiSoft Technology International (now Pactera)	Itransition	Grupo ASSA
Insigma	Luxoft	Grupo Provider
Inspur	Miratech	InnerWorkings
iSoftStone Information Technology	Oxagile	Prominente
Neusoft	SaM Solutions	Sitel
Symphony House	Softjour	Softtek
transcosmos	SoftServe	Stefanini
Wicresoft	TEAM International	tgestiona
		TIVIT
Companies in Australia/New Zealand		
Aegis Limited		
Allscripts Healthcare		

Colliers International		
Emerio GlobeSoft		
Integreon Managed Solutions		
Oxagile		
Serco		
TechnoSoft		
Unisys		
Xchanging		
By Region Served – Best 20		
Leaders in US	Leaders in UK	Leaders in Western Europe
Accenture	Accenture	Accenture
Aegis Limited	ARAMARK	Canon Business Process Services (formerly Océ Business Services)
Amdocs	Capgemini	Capgemini
Capgemini	Cassidy Turley	CBRE
CBRE	CSC	Colliers International
Colliers International	Expert Global Solutions (EGS)	EPAM Systems
CSC	Firstsource	Genpact
Genpact	HCL Technologies	Getronics Workspace Alliance
HCL Technologies	Infosys	ISS
Infosys	ISS	Johnson Controls - Global WorkPlace Solutions
Johnson Controls - Global WorkPlace Solutions	ITC Infotech	Jones Lang LaSalle
Jones Lang LaSalle	Johnson Controls - Global WorkPlace Solutions	NCR
NCR	Luxoft	Pitney Bowes Services Solutions
Newmark Grubb Knight Frank	Newmark Grubb Knight Frank	Sodexo
Pitney Bowes Services Solutions	Serco	Sutherland Global Services
Sodexo	Sodexo	Syntel
Sutherland Global Services	Syntel	TIVIT
TeleTech	Williams Lea	Williams Lea
TIVIT	WNS Global Services	Wipro Technologies
Wipro Technologies	Xchanging	Xchanging
Leaders Most Employees in US	Leaders in Canada	Rising Stars in US
ARAMARK	Aditya Birla Minacs	AbsolutData
Canon Business Process Services (formerly Océ Business Services)	Allscripts Healthcare	AGS Health
Cassidy Turley	Altisource	Artezio
CBRE	Aon Hewitt	Auriga
Ceridian	ARAMARK	Bleum
Colliers International	Canon Business Process Services (formerly Océ Business Services)	Cross-Tab Marketing Services
CSC	CBRE	DATROSE
Diebold Integrated Services®	Ceridian	First Line Software
Donlen Corporation	CGI	Freeborders
Expert Global Solutions (EGS)	Donlen Corporation	Harbinger Systems
Johnson Controls - Global WorkPlace Solutions	Expert Global Solutions (EGS)	Intetics

Jones Lang LaSalle	HGS	Itransition
Kelly Outsourcing and Consulting Group	Kelly Outsourcing and Consulting Group	LegalBase
LeasePlan USA	Long View Systems	Nagarro
NCR	MERA	Oxagile
Newmark Grubb Knight Frank	Pitney Bowes Services Solutions	Prominente
Pitney Bowes Services Solutions	Randstad Sourceright	Reksoft
Procurian	SEI	ReSource Pro
Sodexo	Sykes Enterprises	TEAM International
Unisys	The Millennium Group	The Pythian Group
Rising Stars in Western Europe	Companies in India	Companies in China
Artezio	AbsolutData	Azure Knowledge Corporation
Endava	Aditya Birla Minacs	Beyondsoft
First Line Software	Aegis Limited	China Talent Group
Freeborders	Birlasoft	ChinaSoft International
LegalBase	Collabera	Cienet International
Miratech	CSC	Freeborders
Nagarro	Datamatics Global Services	HiSoft Technology International (now Pactera)
Oxagile	Diebold Integrated Services®	Insigma
QArea	Firstsource	Inspur
Reksoft	Indecomm Global Services	iSoftStone Information Technology
Riverwood Solutions	Mastek	Jones Lang LaSalle
SaM Solutions	Mindtree	Neusoft
Shinetech Software	Persistent Systems	Procurian
Softjourn	Serco	Riverwood Solutions
Symphony House	SourceHOV	SourceHOV
Syngy	TechnoSoft	transcosmos
TEAM International	The Results Companies	VancelInfo (now Pactera)
Xceed	Wipro Technologies	Wicresoft
Honors and Highlights		
Top List Climbers Year to Year	New to List in 2013	Rising Stars to Leaders
Banner Managed Communication	Affinity Express	Emerio GlobeSoft
China Talent Group	AGS Health	SoftServe
ChinaSoft International	Allscripts Healthcare	
Cybage Software	Alorica	
Datamatics Global Services	Grupo Provider	
Donlen Corporation	HEROtsC	
ExlService Holdings	InnerWorkings	
HiSoft Technology International (now Pactera)	Miratech	
IBA Group	Oxagile	
ITC Infotech	QArea	
LeasePlan USA	QX	
Mastek	Serco	
Newmark Grubb Knight Frank	Shinetech Software	
Persistent Systems	Swiss Post Solutions	

Pitney Bowes Services Solutions	TechnoSoft	
Quattrro	Teleconnect	
Sitel	The Pythian Group	
Softtek	The Results Company	
tgestiona		
TIVIT		

Multi-Year Winners

These companies have appeared on the Global Outsourcing 100 list each year since its inception.

Accenture, Amdocs, Bleum, Capgemini, Ceridian, CGI, Colliers International, Genpact, EPAM, HCL Technologies, HiSoft Technology International (now Pacter), Johnson Controls - Global WorkPlace Solutions, Sodexo, SPI Global, Unisys, and Wipro Technologies

The 2014 Global Outsourcing 100 applications will be open on September 1, 2013 at www.iaop.org. Contact Pam O'Dell at pam.odell@iaop.org for full program details.