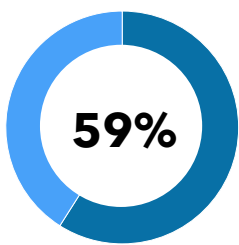
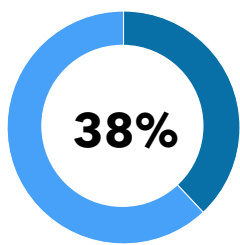


THE FUTURE OF OUTSOURCING LOOKS BRIGHT FOR BOTH NEARSHORE & OFFSHORE

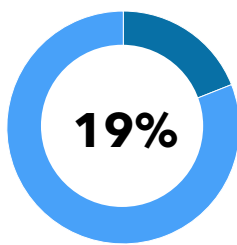
To which geolocation(s) do you expect to shift more of your outsourced work in the future? (Select all that apply.)



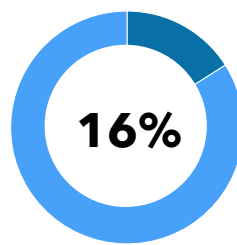
Nearshore



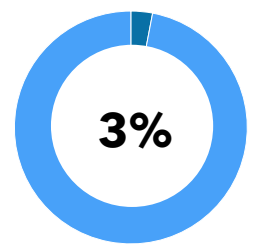
Offshore



No Expected
Changes



Domestic



We're Reducing
Our Outsourcing

In your experience, focusing on which area of your Outsourcing partnership(s) tends to result in the greatest return on your efforts?



SUCCESS IS BUILT ON



WHERE OUTSOURCERS ARE MOST SUCCESSFUL

- Containing Costs
- Providing Adequate Staffing
- Improving Performance



WHERE OUTSOURCERS ARE MOST CHALLENGED

- Adequate Staffing
- Agent Quality
- Change Management
- Strategic Alignment

Generally speaking, in which area is your current Outsourcing provider(s) succeeding/failing in best meeting or exceeding your needs and expectations?

