



Introduction to Impact Sourcing

CORE | Toronto
13 March 2015



What best describes your awareness level about impact sourcing?

A) Huh?

B) Heard about it

C) Familiar

What is impact sourcing?

Overview of impact sourcing

- Who
 - **Economically disadvantaged:** low income areas, lack access to jobs
 - **Socially disadvantaged:** minorities, gender groups
 - **Persons with disadvantageous life circumstances:** disabled, health limits
- Results (developing markets example)
 - Income increases 40-200%
 - 3-4 family members benefit
 - Communities strengthened

Onshore impact sourcing



IT skill development in conjunction with industry (enterprises and service providers)

- New York, NY
- Cincinnati, OH
- Columbus, OH
- Washington, DC
- Dallas, TX (launching)



Provide IT services to Canadian companies

- Owned by Tsawwassen First Nation (51%) and CAPE Fund (49%)
- Delivery Centre in Delta, BC; managed by Accenture



BPO services (centered around F&A) leveraging the U.S. military community

- Newport News, VA

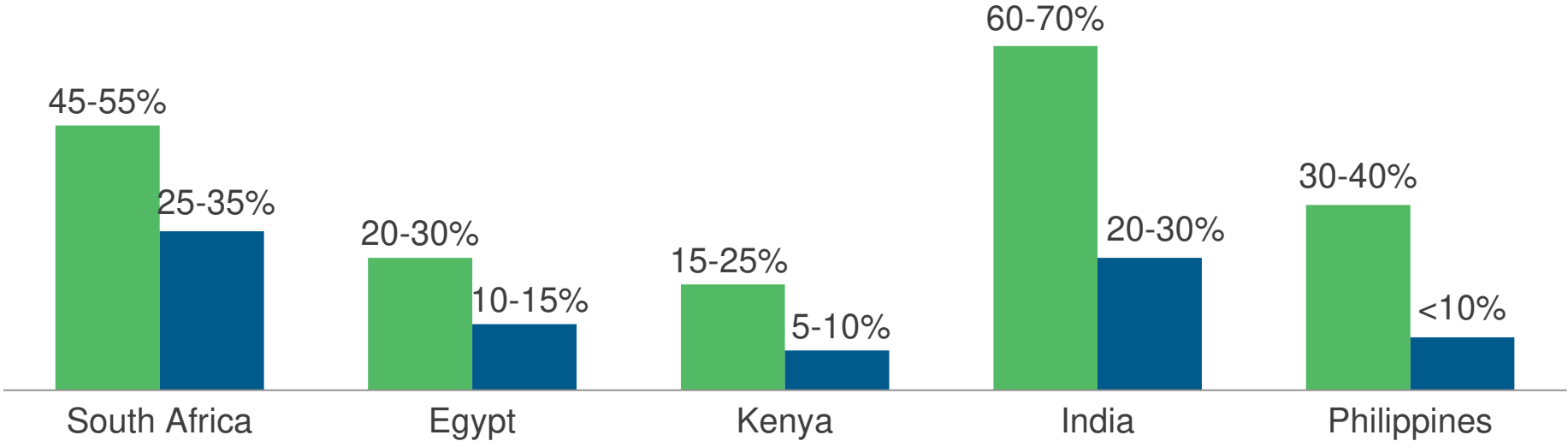


Places individuals with disabilities in work-at-home jobs

Developing market impact workers have 15-40% lower attrition than traditional BPO workers

Comparison of annual attrition rate¹
2014; Percentage

Impact sourcing
Traditional sourcing



¹ Based on attrition rates for voice/transactional BPO for steady state operations

Resources available | research.everestgrp.com



Investor focused report

- Impact sourcing market landscape
- Customer and services segments
- Cost savings offered by impact sourcing
- Performance of service delivery
- Total economic effect of impact sourcing



14 case studies & testimonials

- Includes organizations such as:
 - Accenture
 - Aegis (SA)
 - Deloitte
 - Infosys
 - Microsoft
 - Pangea3
 - RuralShores
 - TCS
 - Teleperformance (SA)
 - Valeo



Materials available at:

<https://research.everestgrp.com/offerings/impact-sourcing>

Contact impactsourcing@rockfound.org or info@everestgrp.com for more information

Reads blogs at:

www.sherpasinblueshirts.com





Dallas (Headquarters)

info@everestgrp.com
+1-214-451-3000

New York

info@everestgrp.com
+1-646-805-4000

Toronto

canada@everestgrp.com
+1-647-557-3475

London

unitedkingdom@everestgrp.com
+44-207-129-1318

Delhi

india@everestgrp.com
+91-124-284-1000

Stay connected

Websites

www.everestgrp.com
research.everestgrp.com



Twitter

@EverestGroup
@Everest_Cloud



Blog

www.sherpasinblueshirts.com

SHERPAS
IN BLUE SHIRTS