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### Digital Maturity in GICs | Pinnacle Model™ Analysis 2018

The rise of next-generation technologies, such as mobility, analytics, cloud, automation, and other enabling technologies, offers GICs a unique opportunity to drive their enterprises' digital agendas. While most GICs are in the early- to mid-stages of digital adoption, some GICs have performed better than others by building and orchestrating differentiated capabilities and deriving superior outcomes. Everest Group recognizes such Digital Pinnacle GICs™ by comparing GIC performance on its proprietary Pinnacle Model™ methodology. This analysis studied 54 GICs to identify GIC Digital Pinnacle performance in five capability areas: scale & penetration, breadth & depth of services, talent, operating model & level of influence, and innovation; and three key types of outcomes: cost, operational, and strategic.

### Supply Chain Management (SCM) BPO – Annual Report 2018: Moving Toward a Digital Supply Chain Ecosystem

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