

Forward-looking Research and Actionable Recommendations for GBS Organizations

Make confident decisions powered by tenacious research.

Everest Group's GBS Memberships and Custom Offerings

Everest Group assists clients in capturing value from their GBS through **memberships** and **focused projects**

Memberships

GBS membership growth and evolution

- Refine and shape GBS scope and influence
- Strategize market intelligence, business case, and roadmap
- Orchestrate capability build and articulate GBS value

Outsourcing excellence membership value from outsourcing

- Outsourcing model advisory
- Portfolio design and rationalization
- Outsourcing risk management

Locations insider membership delivery portfolio optimization

- Strategize workforce, work placement, and location selection
- Streamline operational costs and identify cost-takeout opportunities
- Establish robust business resiliency and mitigate risks

Projects

■ Time to value

Near-term (6-12 months)

- Location assessment and selection
- Peer/Market intelligence
- Talent strategy development
- Technology maturity benchmarking
- Cost and price benchmarking

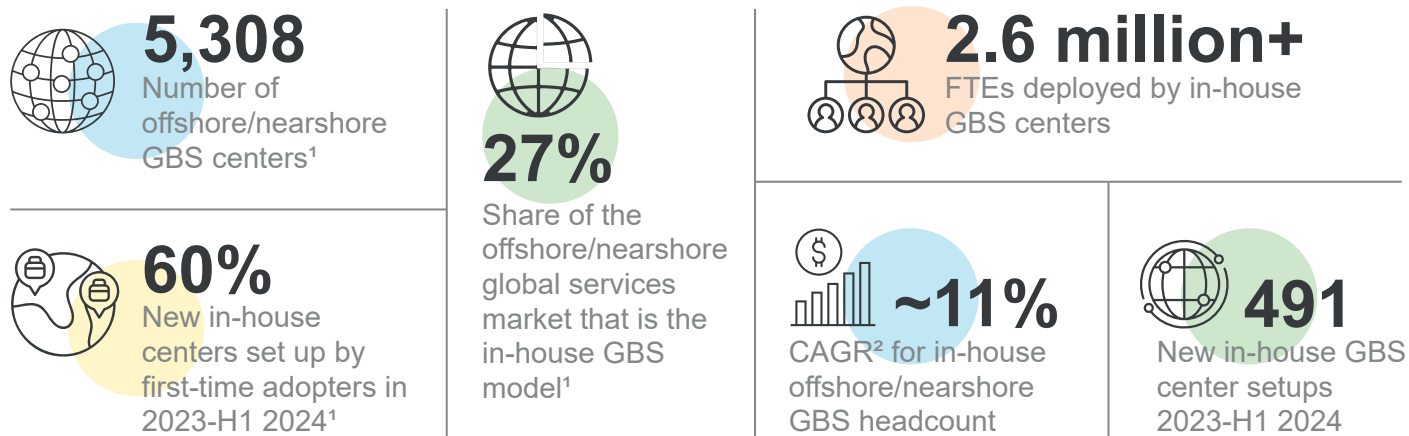
Medium-term (>12 months)

- GBS value quantification and innovation
- GBS evolution and strategy
- Location portfolio strategy
- Global workforce strategy and planning
- GBS sourcing strategy

Top 4 provocations in the GCC market

- GCCs are evolving fast – are you still seen as just a cost center, or showcasing your true value?
- Leaders are driving end-to-end – are you merely optimizing processes, or redefining what value means?
- Location strategies are shifting – are you building resilience or just following trends?
- DIY is outdated – are you building everything in-house, or leveraging partnerships to drive greater impact?

If you are facing similar challenges, feel free to reach out to our analysts for our perspectives on how to navigate through these opportunities.



Gain deeper insight into **GBS mindsets** for accelerating performance!

Which of these mindsets do you believe **help leaders unlock true GBS potential**

- Agile
- All About the Customer
- Commercially Savvy
- Data-driven
- Digital-first
- Entrepreneurial
- Inclusive
- End to End (E2E) Thinker
- Innovative Thinker
- Passion for Growth
- Service Obsessed

Participate in the GBS Mindsets Assessment
get a complimentary report
(offer only valid for GBS executives)

Take the GBS mindsets **assessment** to:

- 1 Understand level set (as-is/current state) and mindset (assess the aspirational/future state).
- 2 Compare leadership and team's mindsets.
- 3 Uncover organization-wide misalignment and gaps.

¹ As of 2024; represent offshore/nearshore location

² CAGR (FY 2018-23)

Source: Everest Group

Get a sneak peek into Everest Group's published research

GBS in one page

The ultimate GBS playbook: everything you need to know in one page. Explore and gain a clearer view of the GBS industry.

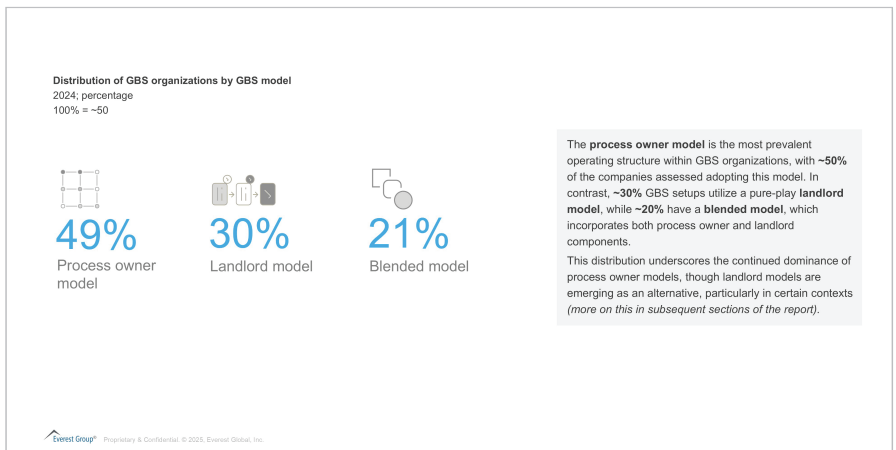
[Click to explore](#)



GBS Architectures

Explore insights from leading GBS organizations to examine the foundational elements of GBS architecture.

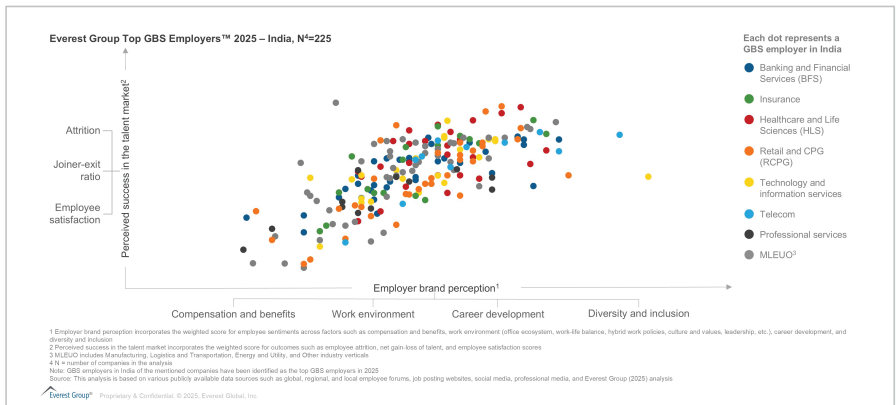
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Reputation Matters in Tech and GBS

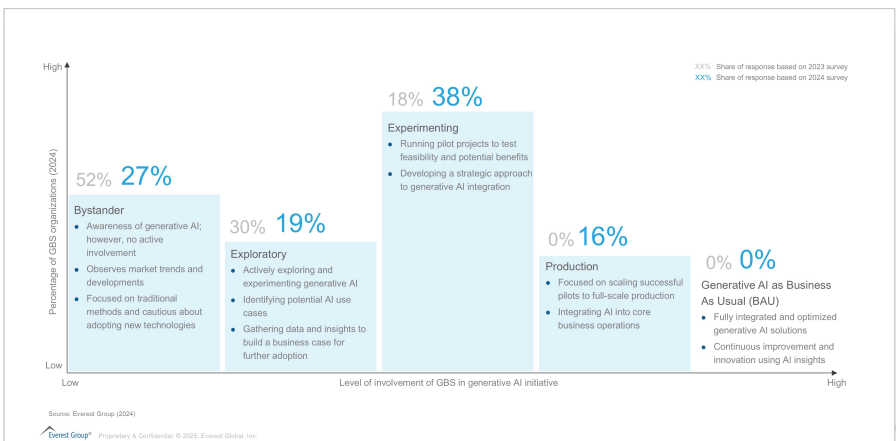
Register for our upcoming webinar on the role of employer brand perception.

[Click to Register](#)



Gen AI in GBS

80%+ of GBS were in the bystander or exploration phase in 2023; in 2024, more than 50% are either actively experimenting or in production stage. Get in touch with our analysts to know more.



Everest Group's **AI-powered insights platform**, purpose-built to guide location and workforce decisions

What does Talent Genius™ help with?



Location assessment

Make faster location selections for growth and expansion by evaluating and comparing talent supply and demand, cost of delivery, operating and business risks, and language scalability in 100+ cities and 30+ offshore/nearshore countries globally.



Talent monitoring

Optimize and plan hiring efforts based on market dynamics by identifying talent demand and benchmarking salaries.



Peer Insights

Track competitor activity to get early signals on growth and focus areas by monitoring peer demand hotspots, hiring trends, and talent profiles.



GET IN TOUCH



Everest Group Engage is a
premium-experience educational and networking event
for executives in Global Business Services (GBS) and global sourcing & vendor management

Everest Group Engage is the number one event focused on tech & business services from the number one tech & business services research firm.

2025 Dallas Conference

The Connected Advantage: Innovating for Enduring Growth

Conference Dates

September 8 – 10,
2025

Location

Renaissance Dallas Hotel
Dallas, TX

2026 London Conference

Conference Dates

March 23 – 25, 2026

Location

London, UK

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