



Big Decisions in a Flat World: Making Complex Changes to Your Business Support Functions

TRUSTED INDUSTRY KNOWLEDGE

Let TPI's expertise, experience and unmatched, data-driven research help solve your toughest business operations challenges.

YOUR PARTNER FOR CHANGE

Substantial and Sustained Improvements: TPI is the leading global firm for helping organizations optimize their business operations through the best combination of business process improvement, shared services, outsourcing and offshoring.

Where Strategy Meets Action: Corporate executives charged with designing programs for changing service delivery models rely on TPI's expert advice and practical know-how. Having advised 45 percent of the largest companies in the world, TPI was named "Top Full-Service Outsourcing and Offshoring Advisor" in a sourcing industry client survey.

Deep Functional Domain Expertise:

- Change Management
- Financial Analysis
- Global Service Delivery (offshoring)
- Mergers, Acquisitions & Divestitures
- Service Management & Governance

Corporate Function Expertise:

- Applications Development & Maintenance
- Contact Center Services
- Financial Services Operations
- Human Resources
- Information Technology Infrastructure
- Procurement

How to think about the challenge	<ul style="list-style-type: none"> • Organize and guide client project teams • Apply relevant market knowledge • Build informed business case for change
Understand the impact	<ul style="list-style-type: none"> • Evaluate change implications • Sequence work and process transitions • Globalization trends
Implementing for success	<ul style="list-style-type: none"> • Objectively weigh delivery alternatives • Offshore service delivery proficiency • Outsourcing expertise
Delivering to results	<ul style="list-style-type: none"> • Service Management & Governance • Change management • Program management

REPUTATION MATTERS

Credentialed: TPI guides the world's most accomplished organizations through complex programs of structural change for their business support functions. More than 80 percent of our revenue comes from repeat clients and referrals — testimony to a culture of business-oriented achievements earned over many years.

Experienced: Leveraging the insight derived from serving as the advisor on more than 25 percent of the total outsourcing contract value awarded each year, we know how to guide clients toward the right solution for each unique situation.

Global: Possessing practical experience in global operations and a presence in all major geographies, TPI's roster of advisors appreciate the significance of interconnected economies and the power of integrated business processes.

Objective, Informed: The outcomes that TPI recommends are entirely driven by the client situation and meaningful understanding of market realities.

Fact-Driven: We assist clients with answering complex questions that demand the integration of data, knowledge and expertise.

Practical: Our emphasis centers on viable outcomes that balance risk with reward.

ABOUT TPI: TPI, a unit of Information Services Group, Inc. (ISG) (NASDAQ:III, IIIIU, IIIIW) is the founder and innovator of the sourcing advisory industry, and the largest sourcing data and advisory firm in the world. We are expert at a broad range of business support functions and related research methodologies. Utilizing deep functional domain expertise and extensive practical experience, TPI's accomplished industry experts collaborate with organizations to help them advance their business operations through the best combination of business process improvement, shared services, outsourcing and offshoring. For additional information, visit www.tpi.net.

For more information about TPI and the sourcing industry, visit www.tpi.net

To learn how TPI may assist you, please contact:

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