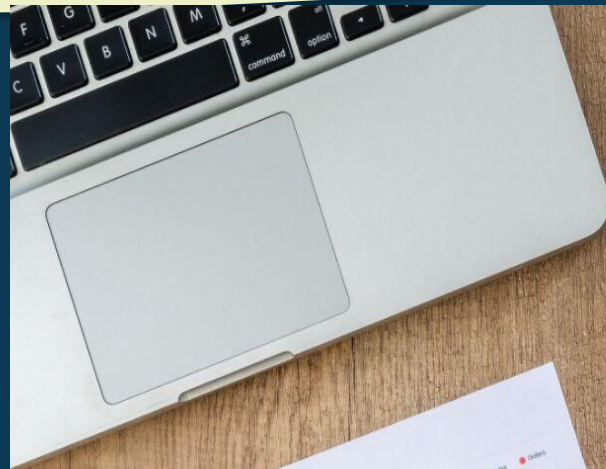


# CASE STUDIES



**SAMANTHA BLACK**  
HR Specialist

**EXPERIENCE**

- POSITION TITLE** (Company Name)  
Brief description of the position and the responsibilities you had in this position.
- POSITION TITLE** (Company Name)  
Brief description of the position and the responsibilities you had in this position.
- POSITION TITLE** (Company Name)  
Brief description of the position and the responsibilities you had in this position.
- POSITION TITLE** (Company Name)  
Brief description of the position and the responsibilities you had in this position.

**EDUCATION**

- WEB DEVELOPING SEMINAR**  
University of London, UK
- GRAPHIC DESIGN CREW**  
London Art College, UK  
Member of the group. Team spirit.
- HIGH SCHOOL UNIVERSITY**  
2014 - 2017  
Brief description of the course and the responsibilities you had in this position.
- SCHOOL TITLE LOREM**  
2014 - 2016  
Brief description of the position and the responsibilities you had in this position.

**SKILLS**

- PHOTOGRAPHY
- PHOTOGRAPHY
- DESIGN
- WORDPRESS
- TIME KEEPING
- ORGANISATION

**REFERENCES**

- ELIOT BROWN  
01234 56789  
eliot@company.com
- ELIOT BROWN  
01234 56789  
eliot@company.com
- ELIOT BROWN  
01234 56789  
eliot@company.com

**COVER LETTER**

Leading from the front, with a proven track record of...  
I am a highly motivated and results-driven professional with over 10 years of experience in the HR field. My expertise lies in talent acquisition, employee development, and organizational culture. I have a strong background in strategic HR planning and implementing effective HR policies. I am confident that my skills and experience make me a strong candidate for the position you are seeking. I am excited about the opportunity to contribute to your organization's success and to work with a team of talented professionals. I have attached my resume for your review and would welcome the chance to discuss my qualifications further. Thank you for your time and consideration. I look forward to hearing from you.

# RESEARCH & INSIGHTS

# Services Outsourced



## Web Research and Deal Tracking (Secondary Research)

INDUSTRY



VERTICALS



SERVICES

(In each Vertical)

Information Technology enabled  
Services (BPO/BPM)  
Education  
Information Technology

Financial Services  
Transport  
Automobile  
Agriculture

Telecom  
Utility  
Construction

GLOBAL IN-HOUSE RESEARCH  
(CAPTIVE+HYBRID)

SERVICE PROVIDER  
(OUTSOURCING)

CONTACT MINING  
(LEAD RESEARCH)

Research on

- SHARED SERVICE CENTER
- RPA, AI, BLOCKCHAIN NEWS
- CONTACT CENTER NEWS
- GLOBAL MANAGEMENT CHANGES
- SOFTWARE/DATA CENTER NEWS
- NON-IT BACK-OFFICE NEWS

Research on

- MERGERS & ACQUISITIONS
- TRACK SERVICE PROVIDER  
CENTER OPENING & EXPANSION
- TRACK SPIN-OFF, INVESTMENT.  
DIVESTMENT
- TRACK ALLIANCE/PARTNERSHIP

Secondary research for contacts

- INDUSTRY
- EDUCATION/ACADEMIC HEAD
- SOURCING/PROCUREMENT
- ARTIFICIAL INTELLIGENCE
- STRATEGIC IT HEADS

1. RESEARCH METHOD: NEWS FEED BASED ON GOOGLE ALERT
2. OUTPUT: EXCEL
3. UPLOADING TO SALESFORCE AT CLIENT-END

RESEARCH METHOD: LINKEDIN  
AND GOOGLE

# Case 1



## A Global Research & Consulting Company

### About the Client

#### **BUSINESS AREA and SERVICE SEGMENT**

International management consulting and research firm that advises Fortune 500 firms across six continents in different industry segments.

Client offers research services across major areas such as Mergers & Acquisition, Human Resources, Procurement, IT, Digital, and Cloud to help businesses in strategy, execution, process optimization, and Digital Transformation.

#### **PROJECT SCOPE**

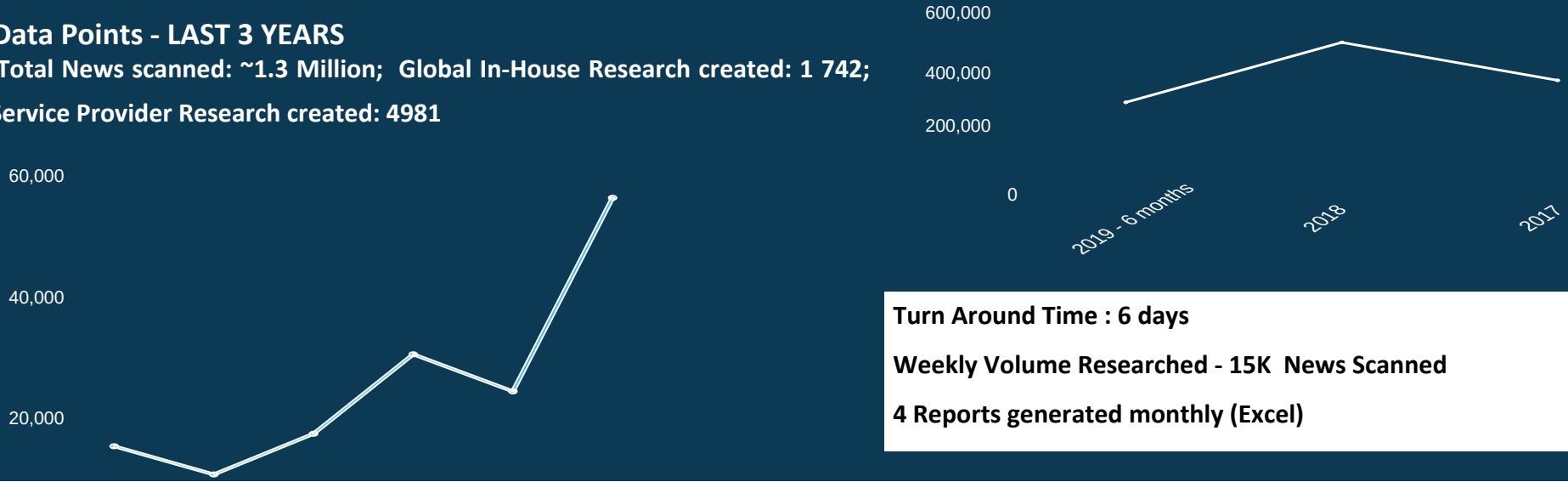
Research Captive Units of Fortune 500 firms and Service providers across the globe for business news/updates related to AI, IT developments, Merger and Acquisitions, new locations and other important business matters.

# Project Scope and Volume



## Data Points - LAST 3 YEARS

Total News scanned: ~1.3 Million; Global In-House Research created: 1 742;  
Service Provider Research created: 4981



**Turn Around Time : 6 days**

**Weekly Volume Researched - 15K News Scanned**

**4 Reports generated monthly (Excel)**

SP Tracking Sheet.xlsx - Microsoft Excel

B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Supplier	Type of service provider	HQ of parent organization (region)	Title of the article	Type of announcement	Synopsis	Announcement Date (M/D)	Year	Quarter	Classification	General	ITO	BPO	Analytics	Cloud	ADM	IO	FAO
S	T	U	V	W	X	Y	Z	AA	AB	AC							
FAO	HRO	CC	Supply chain/PO	SM	Mobility	Automation	Cyber security	Blockchain	IOT	Source							

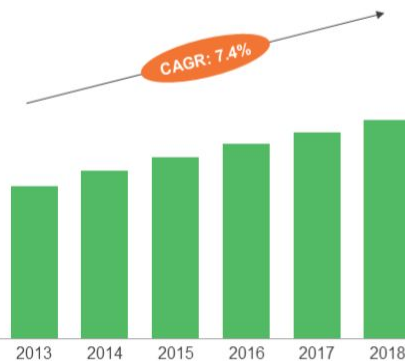
# Research Published by Client



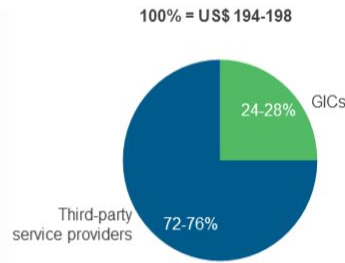
## Global services market

The global offshore/nearshore services market continued to grow to reach ~US\$196 billion in 2018, with GICs accounting for one-fourth of the market

Global services market  
2013-2018; US\$ billion



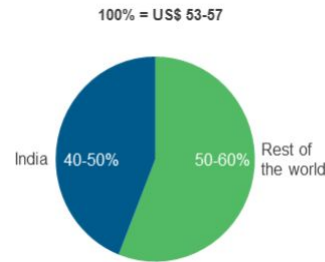
Distribution of the global services market by  
sourcing model  
2018; Percentage



## Offshore/nearshore GIC market

India continues to dominate the offshore/nearshore landscape; CEE has gained significant traction over the last few years

GIC market size  
2018; Percentage



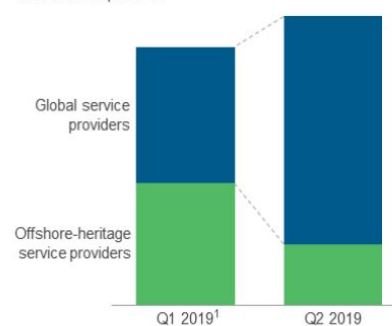
Rest of the world (leading GIC locations)



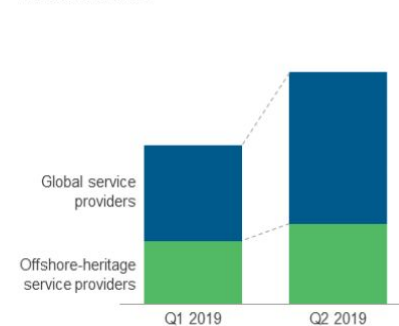
## Service provider developments | M&As and alliances

Alliance activity increased significantly, while the M&A activity remained similar to Q1 2019

M&As by service provider category  
Number of acquisitions



Alliances by service provider category  
Number of alliances



The overall M&A activity remained on similar lines as compared to the previous quarter. The number of acquisitions for global service providers increased substantially to 15 compared to 10 in the last quarter. However, activity for offshore-heritage service providers

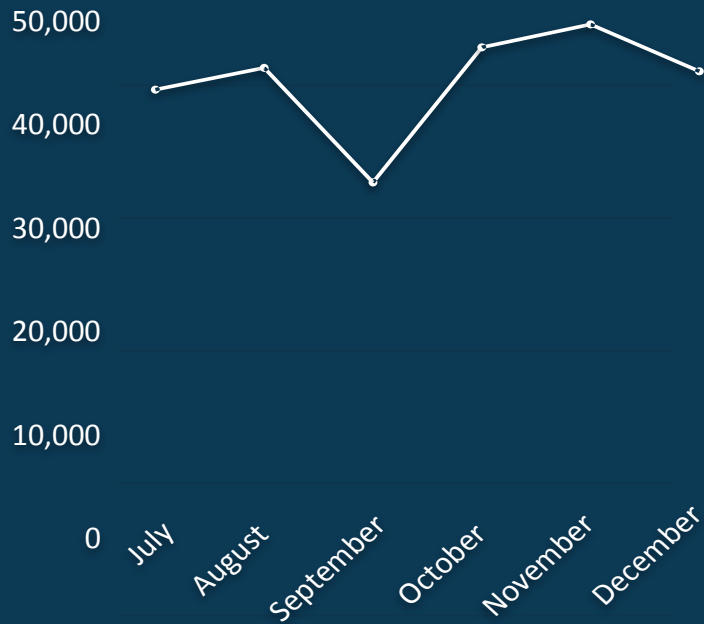
- Excel output converted to reports using Analytical tools by client
- Saving of the client 200%
- Global 1000 companies use the industry forecast in these reports for Business decisions
- Clients resources freed up for crucial business activities

# Case 2



## B2B Global Market Research Company

### About the Client



### BUSINESS AREA AND SEGMENT

Global Market Research firm working from 14 locations for high net-worth enterprises.

Client offers broad range of research media which includes magazines, newsletters, online communities, subscription websites, e-commerce solutions, workflow software, certifications, training, seminars, conferences, and webinars.

### PROJECT SCOPE and VOLUME

- Secondary Research For Healthcare, Media & Publication, Financial Services, Insurance & Annuities, Marketing & Sales
- Market Research - Company Profiling, Contacts , Events, Conferences And Webinars
- Volume - 40K per month,
- Turn around time - 3 days

# Case 3



## A Global Publishing Company

### About the Client

#### **BUSINESS AREA and SERVICE SEGMENT**

International publishing company, based out of California, with more than 1500 employees and serving customers worldwide.

Client publishes journals, books, textbooks, reference books, and electronic media.

#### **PROJECT SCOPE**

Research on leads across the globe focusing on academic heads, researchers, scientists, authors, Professors who may have publications - Books, journals in their domain and are associated with University and Colleges. The project entailed B2R collecting information on leads using secondary research techniques.



Can a  
Business  
Create Happiness?



Can a  
Business  
Provide Freedom?



Can a  
Business  
Transform Society?



and  
yet  
make Profits

Watch Moments at B2R to see the all around YES!

Thank You!