2013 Outsourcing Guide for the Utilities Industry

Description: The Utilities industry profile includes four components: 1) Market Situation; 2) Outsourcing Trends; 3) Authors Observations; and 4) Several pages of outsourcing data. The data, graphics and analysis provide insight into outsourcing activity within the Utilities vertical and subvertical levels, including 'Diversified Utilities', 'Electric Utilities' and 'Natural Gas Utilities'.

This report from the Market Trends & Insights series can help service providers develop an effective go-to-market strategy characterized by better targeting of opportunities and higher win and retention rates. The charts and graphics answer questions about market size and direction, as well as buying and spending patterns, allowing service providers to enhance account planning activity. All of the data in this report is based on the authors proprietary Pervasiveness Research and Databases, which are used to create their Index and Index Insider, among other publications.

The authors of this report are the founders of the sourcing advisory industry and the leading independent sourcing data and advisory firm in the world. The company's world-class global advisory staff works hand-in-hand with clients as they develop their outsourcing strategies and make their service provider selections. The authors leverage a broad range of expertise in business support functions and related research methodologies, as well as deep functional domain knowledge and extensive practical experience. Advisors work with organizations across all major industries to advance business operations through the optimal combination of business process improvement, shared services, outsourcing, and off-shoring. This close collaboration with clients throughout the sourcing lifecycle sets the authors apart from traditional research firms.

The report highlights the biggest changes in overall spending, service line spending, market penetration and service provider share within the Utilities vertical. The contract and market size data paint a clear picture of current growth and future prospects within the vertical, while advisor observations provide practical advice for how to identify opportunities and win business in this market.

Contents:
- Cover Letter
- Market Synopsis
- Market Outlook
- 2012 Market Overview
- Detailed Vertical Industry Segment Analysis
  - Utilities
  - How big is the market and where is the spending taking place?
  - How do the various subverticals affect the direction of this vertical?
  - How are spending patterns changing over time?
  - Where are the market opportunities within this vertical?
  - What are clients buying and how is this different than in other verticals?
  - What percentage of companies have active contracts for the various functional areas?
  - How have functional areas under contract changed over time?
  - Which service providers are clients buying from?
  - How have the volume and TCV of contract awards changed over time?

Appendix A: Methodology and Data Interpretation
Appendix B: Research Descriptions
Appendix C: About Momentum®

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