

# Top Sourcing Consultants

*Choosing the right sourcing advisor in some cases may be as important as picking the right service provider. Here's a look at the top firms in BPO today.*

**By HRO Today Staff**

In just about every large HRO engagement today, a critical player helps ensure that the deal is held together through the rough patches. Sourcing advisors have become nearly indispensable in bringing buyers and providers together, serving at times as impartial referees, and accelerating the contract process.

In our annual look at the largest sourcing advisory firms, we provide you with a starting point in selecting an appropriate consultant. This is clearly the most active and knowledgeable group of advisors in the world today, and while you may bristle at their enormous fees or question their neutrality, there's no

dispute about their expertise, having participated in most enterprise HRO deals signed.

How you determine the best sourcing advisor will depend on your specific needs, but what is for certain is the value of the advisor to the deal. So as you consider HRO, consider this to be one of the first steps in the journey. **HRO**

SOURCING CONSULTANT	NO. OF OFFICES	GEOGRAPHIES SERVED	NO. OF ADVISORS	NO. OF 2006 DEALS	KEY CLIENTS	BUSINESS FOCUS	VALUE OF 2006 DEALS
<b>Alsbridge Inc.</b> Dallas, TX Phone: (214) 696-6410 www.alsbridge.com	4	GLOBAL	100+	75	NOT DISCLOSED	IT, BPO, SHARED SERVICES, OFFSHORE ADVISORY	NOT DISCLOSED

Alsbridge provides unbiased advice and assistance on outsourcing, shared services, and offshoring. Its consultants boast vertical industry expertise and a practical knowledge of all areas within business processes. The firm's proven methodology incorporates proprietary collaborative sessions and supports its recommendations and assistance through investments in proprietary benchmarking and ongoing research.

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<b>Bierce &amp; Kenerson, P.C.</b> New York, NY Phone: (212) 840-0080 www.biercenerson.com	1	U.S. AND INTERNATIONAL	6	10	NOT DISCLOSED	BPO, HRO, IT	\$250 MILLION+

Established in 1990, Bierce & Kenerson, P.C. offers a team of six senior outsourcing lawyers located across the country and connected in New York with an international network of sourcing lawyers. The firm structures and negotiates multi-silo, multi-country services agreements and renegotiates outsourcing deals at expiration or to resolve some distress in transitions or operations. It also helps establish captives, BOT, and strategic alliances.

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<b>Curcio Webb, LLC</b> Buffalo Grove, IL Phone: (847) 279-7341 www.curciowebb.com	4	GLOBAL	NOT DISCLOSED	41	CBS, VIACOM, VOLVO, VERIZON	HRO	NOT DISCLOSED

Curcio Webb provides HR consulting/sourcing services for HR, payroll, and employee benefits, including business case development, delivery model design (including co-sourcing models), provider selection, service and fee benchmarking, and contract negotiation; other services include internal service-center design, technology selection, workflow definition, insourcing, process redesign, and implementation project management.

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<b>Deloitte Consulting LLP</b> New York, NY Phone: (212) 618-4291 www.deloitte.com	55	GLOBAL	7,500	NOT DISCLOSED	NOT DISCLOSED	NOT DISCLOSED	NOT DISCLOSED

Deloitte Consulting assists clients with all aspects of HRO. Consultants have experience on the entire lifecycle, including service delivery strategy, business case analysis, vendor selection, due diligence, contracting, implementation, retained HR, and renegotiations/renewals. The firm has worked on many of the largest and most complex HRO projects worldwide.

## FEATURE: TOP SOURCING CONSULTANTS

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<b>EquaTerra</b> Houston, TX Phone: (713) 669-9292 www.equaterra.com	2	GLOBAL	175	NOT DISCLOSED	UNILEVER, ASTRA ZENECA, DUPONT, TXU	HRO, FAO, ITO, PROCUREMENT AND SHARED SERVICES	NOT DISCLOSED

With more than 20 years of industry experience in more than 600 global transformation and outsourcing projects, the firm's advisors have deep functional knowledge in finance and accounting, HR, IT, procurement, and other critical business processes, and are located throughout North America, Europe, and Asia. Helping clients to improve cost savings and process efficiencies through outsourcing, internal transformation, and shared-services solutions are key services offered by EquaTerra.

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<b>Everest Group</b> Dallas, TX Phone: (214) 451-3000 www.everestgrp.com	6	GLOBAL	MORE THAN 120 EMPLOYEES	NOT DISCLOSED	NOT DISCLOSED	HRO	NOT DISCLOSED

The Everest Group provides strategic advisory services that help companies worldwide harness the power of outsourcing. Offices in the U.S., Canada, India, U.K., and Australia serve clients globally. Since 1991, the firm has overseen hundreds of major outsourcing transactions in more than 30 business processes.

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<b>Gartner Consulting</b> Stamford, CT Phone: (203) 316-1111 www.gartner.com	72	GLOBAL	1200+ CONSULTANTS & RESEARCH ADVISORS	NOT DISCLOSED	65% OF CLIENTS ARE GLOBAL 500	ITO, HRO, FAO, PROCUREMENT	NOT DISCLOSED

Gartner supports all phases of ITO and BPO through its research and consulting offerings. Gartner services are focused on utilizing an optimal combination of insourced and outsourced service models to increase service effectiveness and reduce back-office administrative costs. Offerings include sourcing strategy, provider evaluation and selection, contract development, and sourcing management.

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<b>Hager Strategic, Inc.</b> Washington, D.C. Phone: (202) 429-6629 www.hagerstrategic.com	5	NORTH AMERICA	7	NOT DISCLOSED	BAE SYSTEMS, BAYER, MORGAN STANLEY	HRO	NOT DISCLOSED

Hager Strategic was founded in 1995 to help clients determine the most beneficial HRO sourcing option and evaluate providers for HR, payroll, and benefits services. Services include benchmarking of current administrative environment, business case development, vendor search and selection, contract negotiation, implementation assistance, and ongoing vendor management. Since 1995, Hager Strategic has performed more than 120 HR/benefits/payroll administration strategy and sourcing projects for more than 50 clients.

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<b>Mayer, Brown, Rowe &amp; Maw</b> Chicago, IL Phone: (312) 701-8493 www.mayerbrownrowe.com	15	GLOBAL	50	MORE THAN 25	NOT DISCLOSED	HRO, FAO, BPO, ITO, PROCUREMENT	MORE THAN \$5 BILLION

Mayer, Brown, Rowe & Maw LLP's Business & Technology Sourcing practice is involved with various HRO functions. The practice represents clients in all phases of sourcing, from outsourcing through re-sourcing through insourcing. The firm helps clients govern existing sourcing arrangements and, where necessary, restructure or exit those arrangements.

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<b>Morgan Chambers</b> London, England Phone: 0845 8387500 www.morgan-chambers.com	8	GLOBAL	60	NOT DISCLOSED	AEGON, BOMBARDIER, LINDE	BPO AND ITO, SHARED SERVICES AND OFFSHORING	€15.4BN (STRATEGY, SELECTION, EXECUTION)

Morgan Chambers is one of Europe's leading independent sourcing advisory firms. For more than a decade, the firm has advised companies on sourcing strategies. Boasting a deep practical understanding of the sourcing process, marketplace, and business environment built up through more than 1,000 engagements in 60 countries, Morgan Chambers' advisors have more than 800 years of sourcing experience.

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<b>neolT</b> San Ramon, CA Phone: (925) 355-0557 www.neoit.com	3	GLOBAL	50+	NOT DISCLOSED	EA, MCKESSON, APPLIED MATERIALS	HRO, FAO, ITO, PROCUREMENT	NOT DISCLOSED

neolT is a management consulting firm that helps corporations improve and grow their business by capitalizing on services globalization. Through a blend of strategic advisory services and hands-on execution support, neolT provides advice and management expertise on the globalization of information technology (IT) and business processes. neolT's clients include leading Global 2000 firms in financial services, insurance, health care, telecommunications, utilities, oil and gas, consumer goods, logistics, retail, manufacturing, and other industry sectors.

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<b>PA Consulting Group</b> Arlington, VA Phone: (571) 227-9000 www.paconsulting.com	OFFICES IN MORE THAN 20 COUNTRIES	GLOBAL	450	NOT DISCLOSED	NOT DISCLOSED	HRO, FAO, ITO	NOT DISCLOSED

Management, technology, and systems experts, PA Consulting boasts a track record of helping clients transform their HR functions, build sourcing strategy, and reach a successful outsourcing deal. With a presence on the ground in more than 20 countries in the Americas, Europe, and Asia-Pacific, PA Consulting offers global reach with local understanding of the legal, regulatory, and social differences that affect a successful HRO relationship.

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<b>Pillsbury Winthrop Shaw Pittman</b> Washington, D.C. Phone: (202) 663-9123 www.pillsburylaw.com	15	GLOBAL	80+	30	HONEYWELL, AMERICAN EXPRESS, ASTRAZENCA	HRO, FAO, IT, PROCUREMENT	\$2B

Pillsbury Winthrop Shaw Pittman's Global Sourcing Practice is one of the largest and most experienced sourcing practices in the world. The firm provides expertise in a variety of complex business process and transformation outsourcing initiatives through a unique, integrated model comprised of seasoned technical and business consultants and top-ranked lawyers.

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<b>Technology &amp; Business Integrators, Inc.</b> Ramsey, NJ Phone: (201) 573-0400 www.tbicentral.com	1	NORTH AMERICA, EUROPE, LATIN AMERICA	40	15	CIRCUIT CITY, GLAXOSMITHKLINE, AVAYA	BPO, ITO	\$3.2B

TBI is a management consultancy founded in 1964 to advise *Fortune* 500 customers on outsourcing issues. Lifecycle of services includes strong front-end assessment capabilities, management of the outsourcing process through contract negotiation, and migration and post-deal governance. Having served as a catalyst for the development of "Best of Breed Outsourcing," the firm also has developed hybrid solutions that incorporate best practices of consolidation and shared-services development alongside niche outsourcing decisions.

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<b>Towers Perrin</b> Philadelphia, PA Phone: (404) 365-1600 www.towersperrin.com	70	WORLDWIDE (OFFICES AND AFFILIATES IN 27 COUNTRIES)	NOT DISCLOSED	NOT DISCLOSED	NOT DISCLOSED	HUMAN RESOURCES ADVISORY SERVICES	NOT DISCLOSED

Towers Perrin provides HRO strategy and implementation advisory services globally for clients of all sizes. Other services include outsourcing vendor evaluation, selection, and pre- and post-deal advisory services for mid-market clients.

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<b>TPI</b> The Woodlands, TX Phone: (281) 465-5000 www.tpi.net	14	GLOBAL	350	74 CONTRACTS VALUED AT \$20 BILLION	NOT DISCLOSED	HRO, FAO, ITO	\$20B

TPI is one of the largest sourcing advisory firms in the world with expertise in a broad range of business support functions and related research methodologies. TPI collaboratively works with organizations to help them optimize business operations through the best combination of insourcing, offshoring, shared services, and outsourcing.