



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.

Deep Functional Domain Expertise

- Benchmarking
- Business process outsourcing
- Captive Centers
- Change Management
- Financial Analysis
- Governance
- Offshoring (global service delivery)
- Research
- Service Management
- Shared Services

Business Support Expertise

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

Who? Founder and Leader of the Sourcing Advisory Industry

- Largest sourcing data and advisory firm in the world
- Advise the world's most ambitious corporations

What? Advice Based on Knowledge

- Industry-leading objective advice on all phases of sourcing for all people and technology-intensive work processes across all industries
- Unmatched data, research and knowledge to provide clients with informed insights, comparative analysis and industry best practice

How? By Focusing on Lasting Value

- Help organizations advance their business operations through the best combination of business process improvement, shared services, outsourcing and offshoring

REPUTATION MATTERS

Credentialed: TPI has guided 45 percent of the largest companies in the world 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. Our credentialed advisors and the company as a whole have earned numerous industry and trade association awards for exemplary service and innovation.

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.

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. In addition, TPI Momentum, a business unit of TPI, provides information and insights to outsourcing and offshoring service providers to help them provide enhanced services to their sourcing clients. 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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