

PricewaterhouseCoopers tops list for outsourcing consultants

PwC ranks #1 among "Global Best Advisors" by International Association of Outsourcing Professionals

NEW YORK, 5 MAY 2009 – The International Association of Outsourcing Professionals, the global standard setting organization and advocate for the outsourcing profession, has ranked PricewaterhouseCoopers first on its list of the "World's Best Outsourcing Advisors".

The IAOP ranking confirms PwC's strong market position as a leading provider of Business Advisory and Business Consulting Services. With over 27,000 Advisory professionals around the world, PwC works collaboratively with over 80 percent of the world's Fortune 500 companies.

"At PwC, we're working with our clients to help them safely navigate through a very difficult economic climate," said Juan Pujadas, Global and U.S. leader of PwC's Advisory business. "We're providing practical, cost effective and strategic solutions to help organizations find opportunities amidst uncertainty, and to implement sustainable changes that can transform and improve their business today -- and for the long term."

"We are seeing a lot of clients re-evaluating the business cases for outsourcing," said Pat McArdle, global leader of Shared services and outsourcing advisory services for PwC in London. "More are demanding flexibility, savings and innovation from their providers."

He added that outsourcing is an effective tool for companies as they seek to manage through the downturn. "Companies can use outsourcing as a means of reducing operating costs, accessing sources of R&D, and tapping into the global talent pool," he said.

The overall IAOP results show the continued strength of the outsourcing industry. Provider revenues grew 13 percent in 2008, down just slightly from 14 percent the prior year, while employment increased 18 percent on average. Average revenue for the companies considered by IAOP was more than \$1 billion.

"Once again, this year's outsourcing companies showed impressive growth, particularly considering the economy," said Jagdish Dalal, Certified Outsourcing Professional™ (COP), IAOP's managing director thought leadership, who led the judges' panel. "The results show that the outsourcing industry is robust and growing."

IAOP established its rankings as resources to help companies compare providers and advisors using an objective methodology. Companies were judged by an eight-person independent panel based on size and growth, customer references, organizational competencies and management capabilities.

About the IAOP

The International Association of Outsourcing Professionals (IAOP) is the global, standard-setting organization and advocate for the outsourcing profession. With 40,000

customer, advisor and provider members worldwide, IAOP helps companies increase their outsourcing success rate, improve their outsourcing ROI, and expand the opportunities for outsourcing across their businesses. To learn, more visit www.outsourcingprofessional.org .

About PricewaterhouseCoopers' Advisory Practice

PricewaterhouseCoopers' business advisory professionals provide clients with the confidence to succeed by helping them anticipate, create and manage change. Whether clients are proactively implementing change or reacting to an unplanned event, we leverage our Firm's resources, deep industry experience, and functional acumen across the areas of operations, finance, organizational strategy and structure, process improvement, human resources effectiveness, technology integration and implementation, risk mitigation and crisis management to help organizations effect sustainable change. To find out more, see www.pwc.com/consulting .

About PricewaterhouseCoopers

[PricewaterhouseCoopers](http://www.pwc.com) provides industry-focused assurance, tax and advisory services to build public trust and enhance value for its clients and their stakeholders. More than 155,000 people in 153 countries across our network share their thinking, experience and solutions to develop fresh perspectives and practical advice.

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