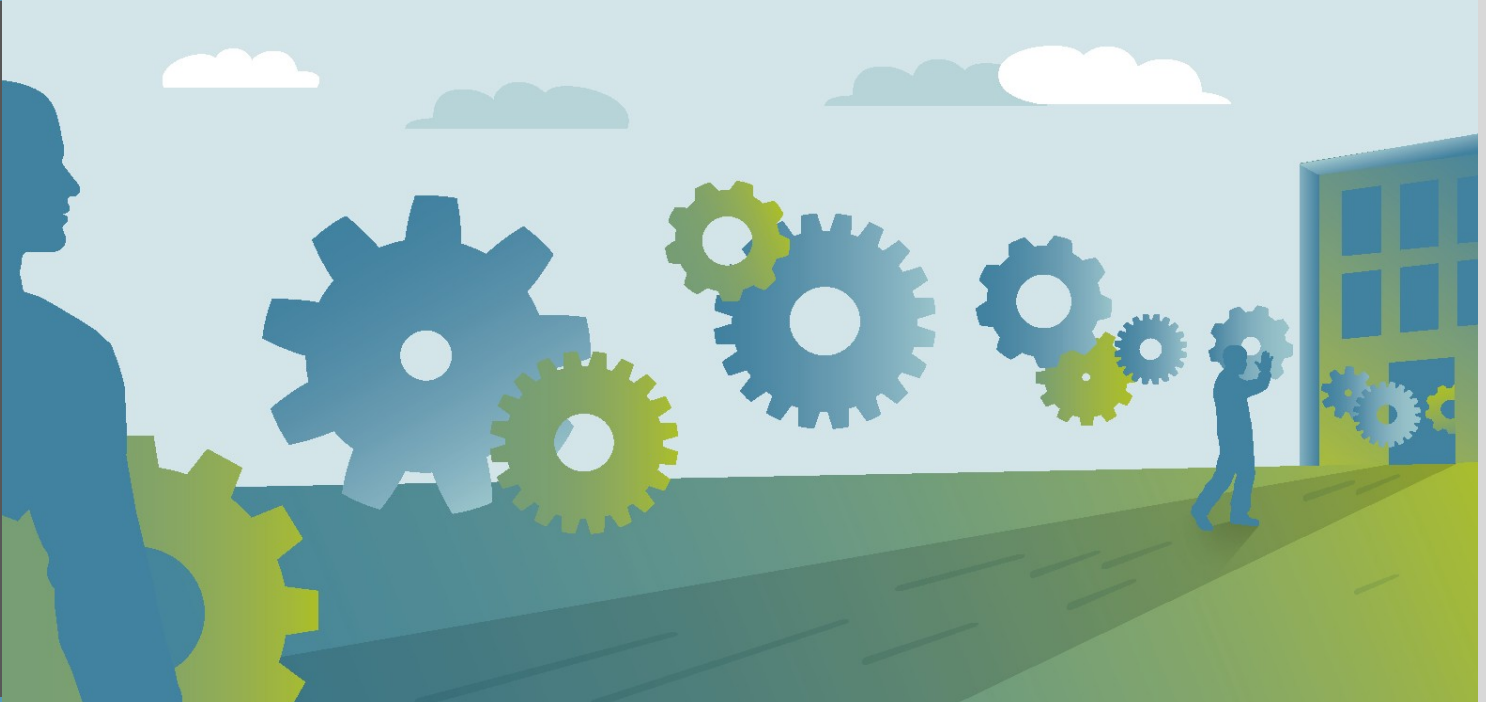


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## IDC: Recession Slowed U.S. BPO Activity

While the business process outsourcing industry has been growing over the past few years, the global recession appears to have had more of an impact than many originally assumed.

The U.S. BPO market in particular hit a speed-bump in 2009 and 2010, as the downturn's residual effects led to a decline in total value of new and renewed contracts. There was also a significant decline in "mega deals" of more than \$1 billion over the same period, compared to years prior.

These are the results of a BPO contract and market analysis study by International Data Corporation. The study also found total contract values peaked in 2008 - the year the recession began.

"Our analysis highlights that trends in BPO vary significantly by vertical. Many industries, like government, infrastructure and services, for example, have maintained steady average contract lengths over time while lengths decreased in financial services and manufacturing," said Ruthbea Yesner Clarke, program manager at IDC's worldwide vertical markets research group.

Despite a slight rebound in economic activity, Clarke added, U.S. businesses remain cautious and often sign single process deals.

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