

DEVOTT

China Service Outsourcing Industry Development Analysis Report 2009

Chinasourcing-TOP50 Service Outsourcing Providers
in China 2009 White Paper



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Forewords

Although the impact of the global financial crisis is still spreading, in 2009 China's service outsourcing industry still realized a "reversal" growth, and becoming the next sparkle of China's economic development. In 2009, there are totally 4175 newly emerged service outsourcing enterprises and whole international service outsourcing contracts value was 20.01 billion U.S. dollars, relatively increases 185.6%, and the implement amount arrives 13.84 billion U.S. dollars. We can boldly predict that in 2010, China's service outsourcing industry would grow faster by leaps and bounds along with the improvement of the global economy.

As China's service outsourcing industry rises vigorously, the industrial selection activity of "*Chinasourcing – TOP50 Service Outsourcing Providers in China*" is also getting mature gradually. As the most authoritative and professional industrial selection for service outsourcing industry in China, the brand influence of "TOP50" is growing rapidly as well, and has become one of the most important reference for numerous domestic and overseas companies to outsource business, for outsourcing industrial parks and cities to evaluate and invite investment, as well as for companies to select partners. "List relies on

industry development, list presents industry development, and list promotes industry development” . The development of China's service outsourcing industry succeeded the TOP50 selection; the TOP50 selection continued the glory of China's service outsourcing industry. During the selection process of TOP50, we were proud of the achievements of China’ s service outsourcing industry , moved by the passionate and professional spirit of the service outsourcing enterprises in China, and half delightful and half sorrowful for the future of China’ s service outsourcing industry, and took pride in such a list that we produced...Now, we desire to share the list and all these feelings with all of people paid close attention to it, the whole service outsourcing industry as well as the whole world.

At the same time, DEVOTT would like to extend its heartfelt thanks to all the friends and institutions that show consistent concern and support for TOP50 selection in the last three years. Whatever selected in the list or not, all the candidates’ enterprises are essential to China's service outsourcing industry, as well as the excellent representatives. We welcome you continue supporting TOP50 selection next year and each year in the future, and to witness the development and prosperity of China's service outsourcing industry together with us! Please pay more attention to Top50, to China's service outsourcing industry!

Abstract

China's service outsourcing industry and enterprises got remarkable growth and improvement in 2009, and realized great breakthrough on enterprise quantity, service capabilities, business and profit level. The number of large-scale enterprises is also increasing year by year, and leading China's outsourcing industry on the way of rapid growth and development. With the global economic recovery, the international outsourcing market will continue to grow in 2010. We believe that the TOP50 listed enterprises would lead and integrate China's service outsourcing industry and enterprises to find our own stage in the international outsourcing market and build the global brand of "China Service" .

In *China Service Outsourcing Industry Development Analysis Report 2009* (*Chinasourcing-TOP50 Service Outsourcing Providers in China 2009 White Paper*), Devott not only conducted a detailed analysis on the TOP50 selection process, evaluation system and listed enterprises, but also gave an in-depth research and analysis towards the development of China's service outsourcing industry in 2009, while presenting its reasonable forecasts and suggestions to the industrial development in 2010. With strong practical significance, the Report is now taken as an

important reference for the development of China's service outsourcing industry, parks and enterprise.

2009 China Service Outsourcing Industry Development Analysis

The year of 2009 is an unusual year for China's service outsourcing industry's development. After three years of rooting, extension and uneven but fast development, China's service outsourcing industry embraced another milestone in 2009. From nation to locality, from industry to enterprises, from organization to individual, in 2009, China's service outsourcing industry has shown new features in its reversal development with unique industrial background hidden behind.

Seeing from the whole international situation, as the financial crisis continued spreading, the outsourcing era of India has ended, the global service outsourcing industry is undergoing reconstructing, and China is expected to become the No.1 potential offshore outsourcing destination state; While the domestic outsourcing industry present a reversal development in 2009.

Feature One: Some national-level adjustments have been made to the strength and direction of China's service outsourcing industry.

Feature Two: Special funds for service outsourcing industry have been set up.

Feature Three: Intellectual property protection and information security issues become the hot spot of public concern.

Feature Four: American outsourcing market grows fast while Japan is still the main offshore software and service outsourcing market for China.

Feature Five: Information service outsourcing is still the major direction of the industry, but BPO presents a huge developing trend and is expected to be a new bright spot of China' s service outsourcing industry.

Feature Six: Foreign-funded enterprises, especially the MNCs occupy an important position in China' s service outsourcing industry.

Feature Seven: Chinese local service outsourcing enterprises grow quickly, and the ambitious large companies and flexible medium-sized and small enterprises own different advantages and co-exist in the same market.

Feature Eight: The industrial integration has appeared.

Feature Nine: Industry alliance develops in an innovative model, and leading China's service outsourcing industry march to the world.

“Chinasourcing – TOP50 Service Outsourcing Providers in China 2009”

List

Rank	Company Name	Industry
1	Neusoft Corporation	Software outsourcing, Data entry, Call center, R&D outsourcing
2	INSIGMA TECHNOLOGY Co., Ltd.	Software outsourcing, Data entry, Call center
3	VancelInfo Technologies Inc.	Software outsourcing, R&D outsourcing, BPO
4	WuXi AppTec Co., Ltd.	CRO
5	hiSoft Technology International	Software outsourcing, R&D outsourcing, IT service
6	Longtop Inc.	Software outsourcing, IT service, R&D outsourcing
7	Dalian Hi-Think Computer Technology, Corp.	Software outsourcing, Data entry, Call center
8	iSoftStone Information Technology (Group) Co., Ltd.	Software outsourcing, Call center, IT service
9	China Data Group (Suzhou) Co., Ltd.	Data entry, Call center
10	Inspur Group Ltd.	Software outsourcing, Data entry, IT

		service
11	Sodexo	Food and Facilities Management services
12	ChinaSoft International Ltd.	Software outsourcing, Data entry, Call center, HRO
13	Achievo Corporation	Software outsourcing, HRO, IT service, R&D outsourcing
14	Dextrys Co., Ltd.	Software outsourcing, Data entry, Call center, IT service
15	SinoCom Software Group Limited	Software outsourcing, IT service
16	Sunyard System Engineering Co., Ltd.	Software outsourcing, IT service, BPO
17	Beijing Lanxum Technology Co., Ltd.	IT service (Document outsourcing service)
18	M&Y Data Solutions	Data entry, Call center
19	SYNNEX Information Technologies(China), Ltd.	Software outsourcing, FAO, IT service, Supply Chain Outsourcing
20	Compupacific International	Data entry, Call center, Accounting outsourcing, HRO
21	Beijing Teamsun Technology Co., Ltd.	Software outsourcing, IT service

22	Shanghai Hyron Software Co., Ltd.	Software outsourcing, IT service
23	BroadenGate Software Services Co., Ltd.	ITO, BPO, HRO, Testing
24	SYKES(Shanghai)Co., Ltd.	Call center
25	Shanghai Seio Software Technology Co., Ltd.	Software outsourcing, Data entry, Call center, R&D outsourcing, IT service
26	ATMU Corporation	Software outsourcing, IT service, Data entry
27	Global Data Solutions Ltd.	IT service, Disaster backup and recovery center, Data Center
28	Diyixian.com Limited	Call center, IT service
29	JIANGSU OCEANSOFT INFORMATION SYSTEM CO.,LTD.	Software outsourcing, Data entry, Call center, HRO, IT service
30	Liandi (Nanjing) Information Systems Co., Ltd.(LDNS)	Software outsourcing, R&D outsourcing, IT service
31	Bleum Inc.	Software outsourcing, Data entry, FAO, IT service
32	Shanghai Venus Software Co., Ltd.	Software outsourcing, Data entry, HRO, IT service
33	OBJECTIVA SOFTWARE SOLUTIONS (BEIJING) INC.	Software outsourcing, IT service, R&D outsourcing

34	Novots Technologies Limited	IT service
35	Beijing Jianfeng Computer Systems Co., Ltd. (JFsys)	Software outsourcing, IT service, R&D outsourcing
36	Intasect Communications(Chengdu) Co., Ltd.	Software outsourcing, IT service, R&D outsourcing
37	Beijing Shinetech China Software Inc.	Software outsourcing
38	Jiangsu panasiaInformation Technology Co., Ltd.	Software outsourcing, IT service, Data entry, Call center
39	Shandong Booming Total Logistics Co., Ltd.	Supply Chain outsourcing
40	Hangzhou Eharmony Technology Info.CO., LTD.	Software outsourcing, Data entry, FAO
41	Edgesoft (Dalian) Co., Ltd.	Software outsourcing, IT service, R&D outsourcing, Call center
42	AMID Co. Ltd.	Software outsourcing, IT service, R&D outsourcing, Call center
43	Beijing CCID Tong Call Center Co., Ltd.	Software outsourcing, HRO, R&D outsourcing, Call center
44	Join Innovation Technology Co., Ltd.	IT service, Data entry

45	Beijing Eskalate Technology Co., Ltd.	Software outsourcing, Game, IT service
46	Image Solution Inc.	BPO
47	Zenith Connected Technology Co., Ltd.	Software outsourcing, R&D outsourcing, IT service
48	Knowledgesurf Technologies, Inc.	Software outsourcing, HRO, R&D outsourcing
49	Sichuan Hanke Computer Info-Tech Co., Ltd.	Software outsourcing, Game, IT service
50	Guangzhou Thinkwell Co., Ltd.	IT service

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Contact: Jessica Lee

Tel: +86-022-6620-0190

Fax: +86-022-6621-1568

E-mail: jessica.lee@devott.com

For Cooperation

Contact: Aimee Bai

Tel: +86-022-6621-1260

Fax: +86-022-6621-1568

E-mail: aimee.bai@devott.com