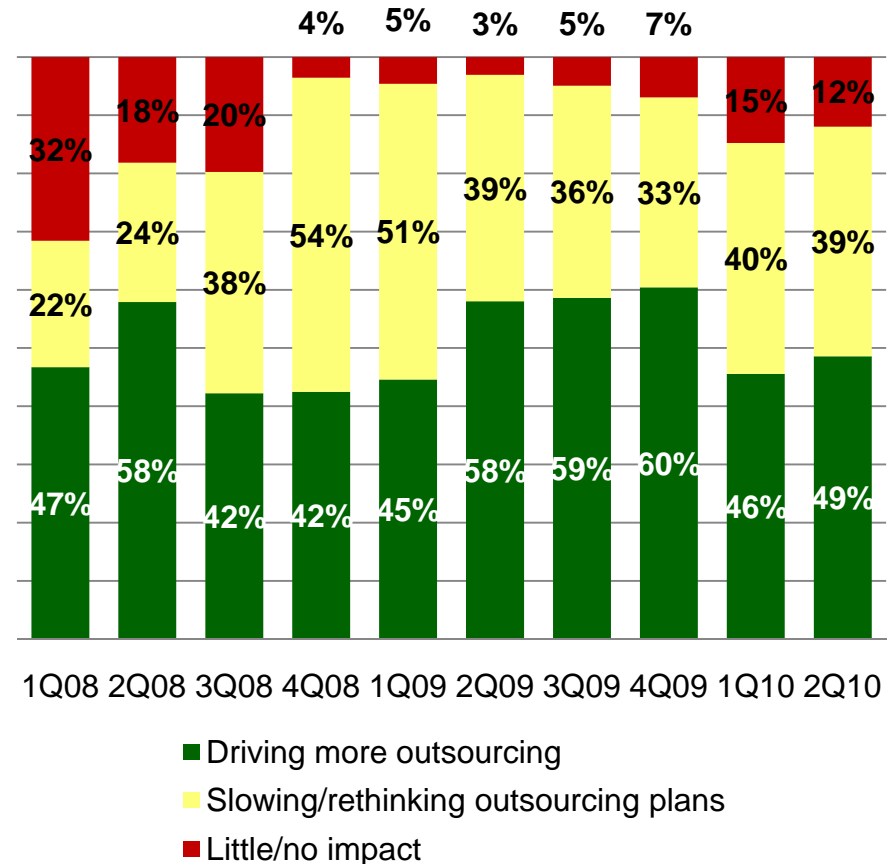


# But...What About the Economy?

## Current Economy's Impact on Outsourcing

- » Deal flow and decision making disruption continued from 1Q10
- » Lots of activity, less eventual deal action
- » Buyers cautious and scrutinizing anything requiring upfront investments
- » Buyers more actively exploring other change options: cloud computing, internal transformation, shared services centers
- » Strong emphasis on short term ROI's and cost reduction in outsourcing efforts
- » High risk aversion to deal failure shaping efforts
- » Extreme market conditions driving pursuit of extreme solutions



**To learn more:**

- [What Will Increased Regulation Mean For Outsourcing in the Financial Services Sector?](#)
- [\(Attempting to\) Legislate Call Center Best Practices](#)
- [Outsourcing Buyers: Ready or NOT for the Economic Upturn?](#)