Deloitte’s 2014 Global Outsourcing and Insourcing Survey

Outsourcing activity is expected to increase

- 53% of respondents are currently outsourcing elements of their IT function
- 26% of respondents who do not outsource, plan to
- 25% of respondents are currently outsourcing Real Estate and Facilities Management
- 19% of respondents who do not outsource, plan to
- 16% of respondents are currently outsourcing HR functions
- 22% of respondents who do not outsource, plan to

Technology advancements will likely increase outsourcing

- 69% of respondents are more likely to outsource due to Cloud Computing
- 66% of respondents are more likely to outsource due to Business Process as a Service

Regulation, if enacted, will likely decrease outsourcing and offshoring

- 25% of respondents believe legislation should be enacted to curb offshoring
- 37% of respondents believe such legislation will be enacted locally
- 32% of those respondents believe the impact will be significant
- 40% of respondents believe increased data privacy regulation will likely lead to a decrease in outsourcing

Deloitte’s 2014 Global Outsourcing and Insourcing Survey. To read the executive summary of the results, please visit www.deloitte.com/us/2014GOIS
Respondent profile

What is your organization’s primary industry?

30% Consumer and industrial products
23% Financial services
16% Technology, media, and telecommunications
10% Professional services
8% Health care and life sciences
7% Energy and resources
6% Public sector

What are the revenues of your organization?

39% Less than $1 billion
23% $1 billion to $5 billion
17% $5 billion to $15 billion
21% Greater than $15 billion

What is your organization’s total employee count?

26% Fewer than 1,000
31% 1,000 to 10,000
18% 10,001 to 25,000
25% 25,001 to 100,000+

Respondents by regions

43% Americas
30% Europe
27% Asia
Australia
Africa

Service provider strengths and opportunities

79% of respondents do not believe their service providers are too costly
49% of respondents are facing issues with vendors being reactive vs. proactive
37% of respondents are facing issues with lack of innovation

Respondent organizations represent all major industries and include both single-country firms and multinational corporations.