

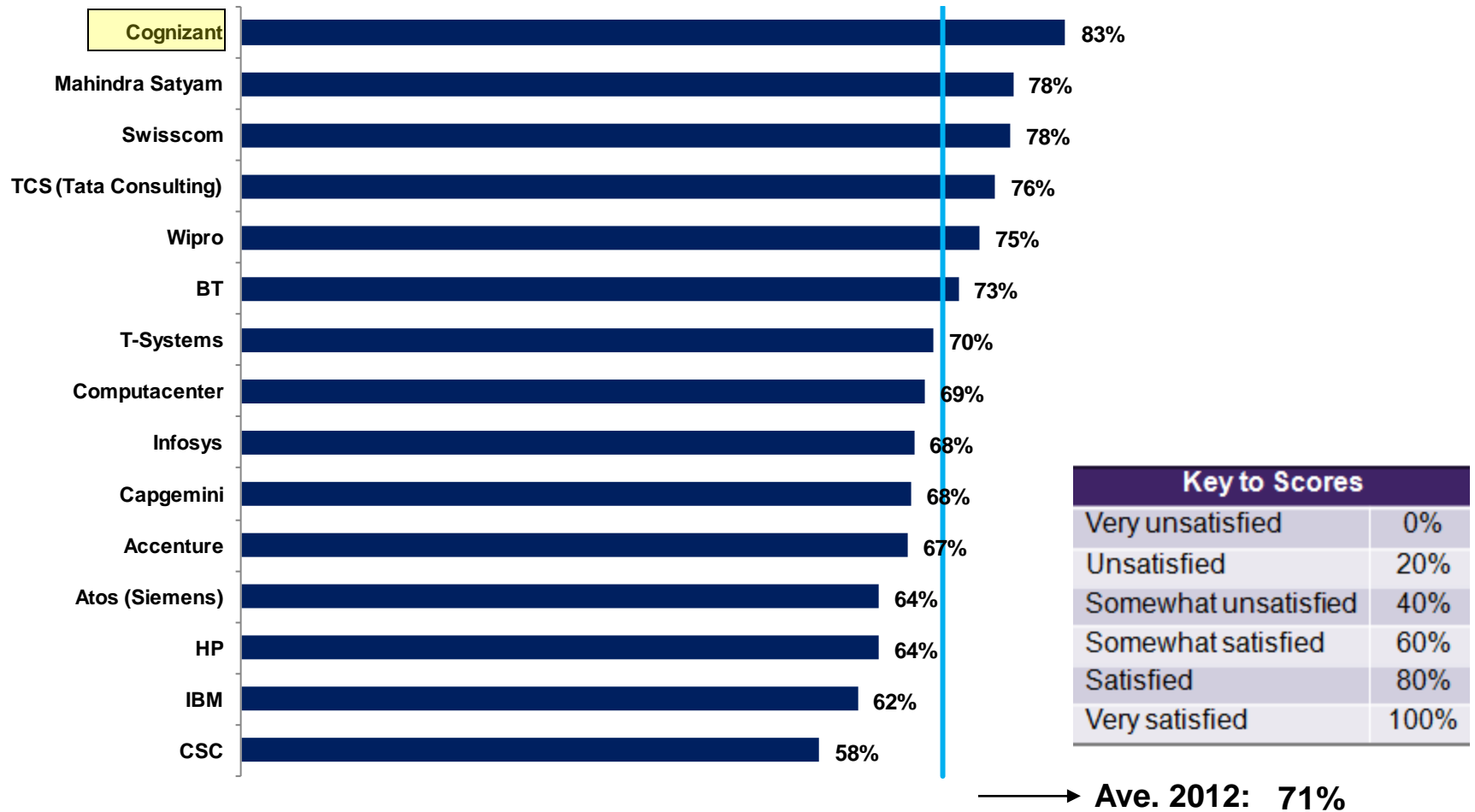


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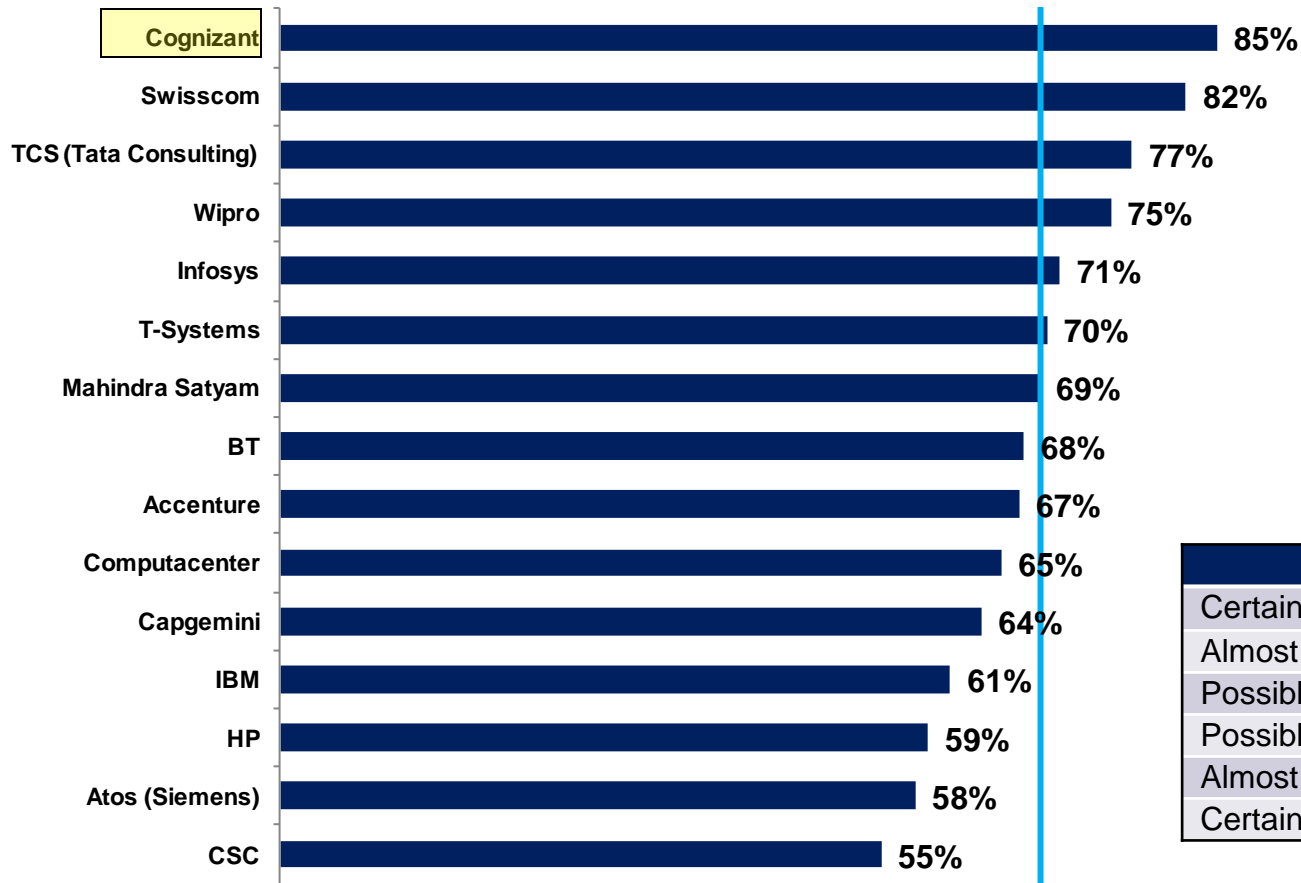
# Outsourcing 2012

Service provider  
performance in the  
German/Swiss Region

# What is your general satisfaction level for these service providers?



# Based on your experiences with the service providers, how much would you recommend them as a partner for outsourcing?



Key to Scores	
Certainly not	0%
Almost certainly not	20%
Possibly not	40%
Possibly	60%
Almost certainly	80%
Certainly	100%

→ Ave. 2012: 69%



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