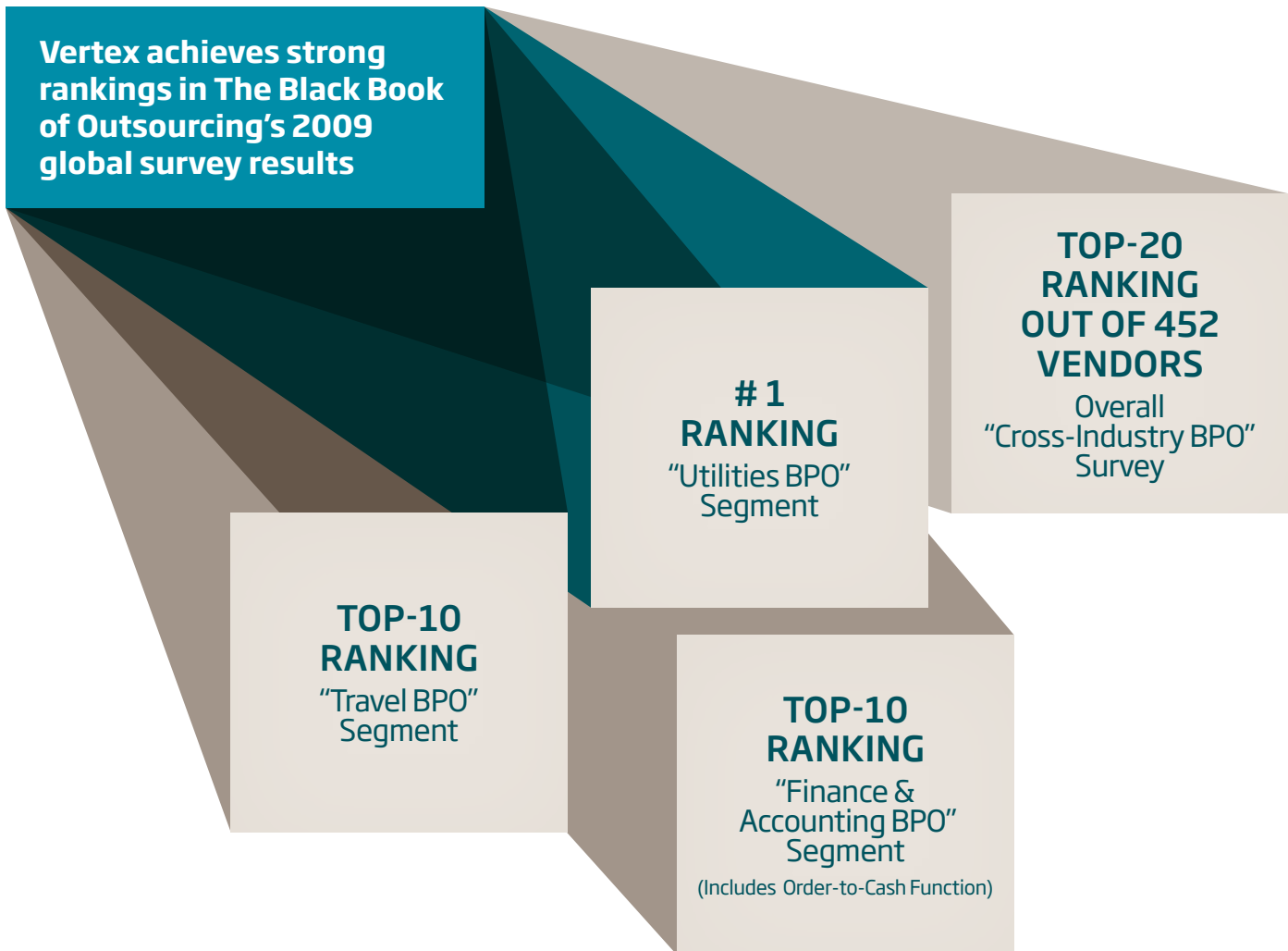


The Black Book of Outsourcing 2009 Survey

Top Business Process Outsourcing (BPO) Vendors



Each year, The Black Book of Outsourcing, a division of Datamonitor, conducts surveys with the customers of BPO vendors to determine vendor performance across a broad range of industries and criteria.

In order to rank the organizations, Black Book employed 18 key performance indicators (KPIs) to score each respective vendor, ranging from breadth of offers to client adaptability to the level of "value add" the vendor provides customers.

For 2009, Vertex achieved a Top-20 ranking out of 452 vendors in the overall BPO survey, Top-10 ranking in the "Travel BPO" and "Finance & Accounting BPO" segments (which includes the "order-to-cash" function), and a #1 ranking in the "Utilities BPO" segment globally.

Send Email inquiries to info@vertexna.com
www.vertexgroup.com



OVERALL VERTEX RANKINGS

CATEGORY	RANK
Cross-industry BPO	#17 out of 452
Travel Industry BPO	#9 out of 121
Utilities BPO	#1 out of 81
Finance & Accounting BPO	#9 out of 109

Source: The Black Book of Outsourcing

Strong Results Across the 18 Key Performance Indicators

UTILITIES BPO

- **#1 ranking overall**
- **Ranked #1 in 11 of 18 KPIs**
- **Ranked in the Top-3 for all remaining KPIs**

CROSS-INDUSTRY BPO

Top-10 Rankings for:

- Deployment and outsourcing implementation
- Customization
- Marginal value-adds

TRAVEL BPO

Ranked Top-10 for 11 of 18 KPIs

FINANCE & ACCOUNTING BPO (including order-to-cash)

Ranked Top-10 for 8 of 18 KPIs

About Vertex

Since our formation in 1996, Vertex has grown to be a market leader across many industries including retailing, travel & leisure, financial services, telecommunications, technology, utilities and other sectors. Today our 8000 employees serve over 200 clients from 70 locations globally.

Our portfolio of BPO, Customer Management Outsourcing, and IT services and solutions enables our clients to more effectively manage operational costs, improve efficiencies, develop front-line employees, and achieve superior customer experience.

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