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Emerging Opportunities - Emerging Economies

Situation: Knowledgefaber did an in-depth study on compensation and benefits for IT services and BPO companies in India. Knowledgefaber studied the complete compensation and benefits structure for top 50 IT services and BPO companies in India and benchmarked it with client's compensation and benefits for IT services and BPO divisions.

Client wanted Knowledgefaber to study compensation and benefits for top 50 IT and BPO companies operating in India. They wanted to look at compensation across various IT services functions like application development, maintenance, support, testing and custom development. For BPO client wanted to analyze compensation and benefits for functions like Finance & Accounting, Human Resource, Technical support, Customer support, Procurement, Legal services and Transaction services.

We analyzed the following aspects

- Total compensation for professionals across top 50 IT services firms by
 - Functions (application development, maintenance, support, testing and custom development)
 - Experience (Various experience groups as suggested by the client)
 - Locations (City Wise)
- Total benefits (Non guaranteed or variable pay) for professionals across top 50 IT services firms by
 - Type of benefits (SLA bonus, Quarterly bonus, Team bonus, Equity payout, Profit sharing etc)
 - Functions (application development, maintenance, support, testing and custom development)
 - Experience (Various experience groups as suggested by the client)
 - Locations (City Wise)
- Total compensation for professionals across top 50 BPO services firms by
 - Functions (Finance & Accounting, Human Resource, Technical support, Customer support, Procurement, Legal services and Transaction services)
 - Experience (Various experience groups as suggested by the client)
 - Locations (City Wise)
- Total benefits (Non guaranteed or variable pay) for professionals across top 50 BPO services firms by
 - Type of benefits (Sales bonus, Quarterly bonus, Team bonus, Equity payout, Profit sharing etc)
 - Functions (Finance & Accounting, Human Resource, Technical support, Customer support, Procurement, Legal services and Transaction services)
 - Experience (Various experience groups suggested by the client)
 - Locations (City Wise)
 - Compensation and benefits trends in IT services and BPO industry (Based on insights from top 50 companies in India)

A holistic view of compensation and benefits structure was provided at an industry level based on the analysis of top 50 firms and client's compensation and benefits structure was benchmarked to suggest best practices. We carried out this study by conducting over 500+ primary interviews of industry participants like employees, industry experts, recruitment partners, sourcing experts, industry association experts, and others, across cities. We also carried out extensive secondary research to validate and support information from primary interviews. We created a compensation and benefit model for IT services and BPO industry to study various data points and cross tabulated against cities, employer, job profiles, and experience levels. Benchmarking section was created to benchmark client against top 50

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companies in both categories (IT services and BPO). Benchmark analysis was provided at industry level, city level, functional level and experience level.

Finally based on the analytical outcome of the study Knowledgefaber helped the client frame a compensation and benefits strategy for key cities in India for IT services and BPO division. We are providing ongoing support to client in terms of updates, industry compensation primers and trends at city and country level.