



With six new major additions, this list is proof of FAO's might. The 26 FAO users/buyers listed below include both the trailblazers of the industry—those who signed the first deals and drove home the message that FAO was becoming an industry standard—as well as the whiz kids—those who have jumped on the FAO bandwagon recently and been vocal in their successes. They are the in-house executives who recognized that sometimes you need a helping hand. They are the financial executives who are leading their organizations to higher profits, better bottom lines, and improved efficiencies. They are the true future of F&A BPO and FSA outsourcing.

SUPERSTAR	TITLE	COMPANY	INDUSTRY
Albert G. Adkins	Vice President, Accounting	Marathon Oil	Utilities
Ian Ailles	Managing Director of Specialist Businesses	Thomas Cook U.K.	Services
Garen Azoyan	Director of Finance and Information Systems, Asia-Pacific	Sodexo	Services
Jeff Baer	Global Head of Sourcing and Corporate Real Estate	Deutsche Bank AG	Services
Stephen Barnes	Chief Executive	Pendle Borough Council	Government
George Bryan	Vice President of Financial Services	Office Depot	Retail
François Degueldre	European Finance Director	Delphi	Tech & Telecom
Mark Everson	Commissioner	IRS	Government
Jake Farkas	Director of BPO	Trinity Industries	Manufacturing
Dan Farrell	President of the Distribution Business Unit	TXU	Utilities
Alisha Griffin	Director—Office of Child Support and Paternity	Sate of New Jersey	Government
Jack Holton & Carol Prine	Senior Director of Finance; Manager of Patient Financial Services	West Suburban Hospital Medical Center	Healthcare
Steve Malcolm	Chairman, President, and CEO	Williams	Utilities
Roger Manny	Senior VP and CFO	Range Resources Corporation	Utilities
Gary Michel	VP for Global Reengineering	Dun & Bradstreet	Services
Christine Ohar-Palo	Global Director, Order to Cash	Visteon	Manufacturing
Tom Parkinson	President and CEO	Hydro One, Inc.	Utilities
Filippo Passerini	Chief Information Officer and Global Business Services Officer	Procter & Gamble	Manufacturing
Stephen Perry	GSA Administrator	U.S. General Services Administration	Government
Len Rinaldi	CFO and VP, EMEA	Lucent Technologies	Tech & Telecom
Michael W. Stout	former CIO	Sprint Wireless	Tech & Telecom
Russell Taruscio	Group Financial Infrastructure, Director Strategy	British Petroleum	Utilities
Phil Theiss	CFO	Cradle Holdings	Retail
Mark Thompson	Director General	BBC	Media
Rick Thorpe	Minister of Small Business and Revenue	Province of British Columbia	Government
Stuart Young	Finance and Commercial Director EMEA	Exel	Transportation



Albert G. Adkins
Vice President, Accounting, Marathon Oil
 In another win for IBM, the global provider has struck oil with Marathon. The energy company entered into an agreement to outsource the administration of select accounting functions, including AP, fixed assets accounting, production revenue accounting, and other accounting processes. The seven-year, multi-million dollar deal began in August 2004.



Ian Ailles
Managing Director of Specialist Businesses, Thomas Cook U.K.

Thomas Cook U.K. and Accenture entered into a "co-sourcing" partnership designed to achieve quick and sustainable results with minimum investment and involve the sharing of risks and rewards. To date, the partnership has helped in the turnaround of Thomas Cook U.K. Their cost base has been reduced by £83 million and the co-sourcing deal has saved 30 percent of back-office support costs in less than 16 months. These improvements put Thomas Cook U.K. on track to have the lowest cost model in the industry.

2006 FAO SUPERSTARS: Users/Buyers



Garen Azoyan Director, Finance and Information Systems, Asia-Pacific, Sodexo

One of the world's largest service providers with a presence in 72 countries, this catering company wanted a provider to cater to its F&A needs. They awarded IBM a multi-million dollar five-year business consulting, e-business hosting, and support services contract for their F&A systems and the migration of SAP infrastructure to an e-business hosting environment managed and supported by IBM. The IBM SAP project rolled out in Asia-Pacific during 2004 is intended to be the model for other major Sodexo locations such as Europe.



Jeff Baer Global Head of Sourcing and Corporate Real Estate, Deutsche Bank AG

The early-2004 agreement covers the outsourcing of corporate purchasing and AP services. Accenture manages the entire procure-to-pay process, while Deutsche Bank retains responsibility over supplier selection and relationships, as well as approvals and authorizations for purchasing activities and payment. Baer is responsible for reengineering and outsourcing core elements of the associated processes for managing spending with third-party vendors.



Stephen Barnes Chief Executive, Pendle Borough Council

Across the pond, Liberata signed a £100 million, 15-year agreement with the Pendle Borough Council. Under the partnership, more than 180 council employees were to be transferred to Liberata, with the U.K.-based provider managing benefits, revenues, IT, property, quantity surveying, architectural, personnel, and payroll services. As part of the contract, Liberata is responsible for creating an additional 300 new jobs at the new business centre.



George Bryan VP of Financial Services, Office Depot

Leader in transformational FAO when it outsourced its AP workflow four years ago, Office Depot recently extended and expanded its contract by seven years.



Francois Deguelde European Finance Director, Delphi

Delphi outsourced F&A to Accenture Finance Solutions in August 2001. The program covered six European countries. Since 2002, the amount of unallocated cash has been reduced by 75 percent and the number of invoices paid on time has increased by 10 percent. In 2003, the error rate on invoice processing was 0.3 percent and the percentage of accounts reconciled increased from 50 percent to 80 percent.



Mark Everson Commissioner, IRS

After many years of starts and stops, the IRS and CSC are finally on the same page. This legendary contract to modernizing the agency's 40-year-old tax processing technology and make electronic filing easier was first signed in 1999 and nearly crashed in 2003. After some revamping, the next phase has begun. CSC is programming the entire U.S. tax code into the Customer Account Data Engine (CADE), and the new taxpayer database is aimed at EZ tax return filers.



Jake Farkas Director of BPO, Trinity Industries

Trinity Industries has taken the unusual step of outsourcing virtually all of its accounting functions. From simple processes to accounting, consolidation, and SEC reporting, the step is a rarity for public companies of Trinity's size. Farkas is a strong proponent of outsourcing and serves as a model of what can be accomplished.



Dan Farrell President of Dist. Business Unit, TXU

Led energy company TXU in its May 2004 agreement to save up to \$175 million in annual operational savings through outsourcing to Capgemini Energy. Approximately 2,700 employees from TXU were transferred to Capgemini with the intent of transforming processes to provide improved, more efficient, and cost-effective services to TXU for F&A, billing and revenue management, regulatory compliance, IT, HR, supply chain, and call-center operations.



Alisha Griffin Director—Office of Child Support and Paternity, State of New Jersey

The N.J. Department of Human Services selected ACS to provide receipting, processing, and imaging of more than 4.5 million child support payments annually, including printing bills and notices and providing customer service. The three-year contract has two, one-year options and is valued at approximately \$27 million. ACS is also providing a full-service debit card system. More than 120,000 custodial parents will be able to receive child support payments more securely and quickly than in the past.



Jack Holton, Senior Director Finance Carol Prine, Manager of Patient Financial Services, West Suburban Hospital Medical Center

Like most Americans, Jack Holton and Carol Prine worry about healthcare costs. As executives at West Suburban Hospital Medical Center, their worries are more than personal. In an attempt to reduce the hospital's bad debt/charity, they decided to outsource self-pay accounts and insured patients' liabilities. The result? Bad-debt/charity accounts dropped from 6.7 percent to 4.7 percent and resulted in \$9.2 million in savings.



Steve Malcolm Chairman, President, and CEO, Williams

A 7.5-year agreement valued at approximately \$320 million, the deal was signed by Williams and IBM in 2004. It involves a shift of Williams's accounting, finance, HR, and IT processes to IBM—including accounts payable, fixed assets, general accounting, payroll, compensation, and benefits administration. Williams was interested in quickly reducing costs and improving support operations while maintaining a high quality of service.



Roger Manny SVP and CFO, Range Resources

This oil and gas company, which has acquired more than 70 companies in the last decade, signed a three-year contract in 2000 with ASP company CGI. After seeing new efficiency in regulatory reporting and administration processes, it renewed the contract to continue BPO services and expanded it to include upgrades to financial reporting.



Gary Michel VP for Global Reengineering, Dun & Bradstreet

Dun & Bradstreet tapped IBM for this \$180 million outsourcing deal that has Big Blue providing D&B with customer service and financial-processing services. IBM will also provide a range of customer relationship-management services to help Dun & Bradstreet efficiently manage more than 100,000 clients.



Christine Ohar-Palo Global Director of Order to Cash, Visteon

Led Visteon Corporation's, one of the world's largest automotive suppliers to outsourcing of order-to-cash processes for a portion of North America and Europe. In a multi-year agreement, outsourced the processes and technology that drive key back-office activities at Visteon. This agreement enabled Visteon to shift resources to focus on the Company's core business, while simultaneously driving performance improvements within operations, enabling it to better serve customers.



Tom Parkinson President and CEO, Hydro One

Overseeing the \$1 billion plus (Canadian) BPO deal with Capgemini/Ernst Young that includes FAO in addition to ITO and HRO. Finalized in March 2002, the 10-year agreement has Capgemini/Ernst & Young subsidiary Inergi supplying payroll, accounting, enterprise technology, supply chain, and customer-service operations and settlements to this major North American Energy Company.



Filippo Passerini CIO and Global Business Services Officer, P&G

As part of Procter & Gamble's move to outsource non-core business process functions, he led the company's move from an F&A shared services model to AP outsourcing with HP.



Stephen Perry Administrator, U.S. GSA

Oversees \$200 million outsourcing of T&E services for six different U.S. agencies—Department of Homeland Security, Commerce, Housing and Urban Development, Veterans Affairs, International Trade Commission, and Department of Agriculture.



Len Rinaldi CFO and VP, EMEA, Lucent Technologies

In addition to being first cover subject for *FAO Today* magazine and an avid motorcycle fan, Rinaldi led the pack in outsourcing Lucent's AR and came out ahead. The winning results? Past dues decreased by \$83 million, current AR improved by 37 percent, and invoices collected within terms improved by 53 percent.



Michael W. Stout former CIO, Sprint Wireless

Heard the FAO call and expanded Sprint Wireless' outsourcing arrangement to include better billing systems and improved customer service.



Russell Taruscio Group Financial Infrastructure, Director Strategy, BP

Groundbreaker in the area of outsourcing, BP contracted with Accenture in 1996 for FAO for its U.S. business and transfer to SAP/integration with acquired company ARCO. To date, still one of the largest FAO contracts.



Phil Theiss CFO, Cradle Holdings

This start-up distributor of beauty products decided the best way to get its F&A off the ground was to outsource it. The provider helped with everything from F&A technology, to processes, to staffing, providing Cradle Holdings with a head-to-toe F&A makeover.



Mark Thompson Director General, BBC

Having saved close to £68 million through FAO, Thompson is now looking to continue the savings streak with potential expansion of the contract. A strong believer in doing what is right for the company and its clients (the BBC audience).



Rick Thorpe Minister, Small Business and Revenue, British Columbia

Headed a new revenue management agreement that will streamline and simplify customer service, enhance personal privacy protections, and provide net financial benefits estimated at \$382 million during the next 10 years.



Stuart Young Finance and Commercial Director, EMEA, Exel

Exel is a global logistics organization that was an early pioneer of outsourcing when it outsourced some F&A processes to Accenture in 1996. Since then, the contract has been renewed and expanded to include taking ownership of a shared-services center, which provides FAO services for Exel Freight to 12 countries. Part of the finance transformation program included streamlining and consolidating Exel's F&A systems. Young has spearheaded more than seven years of FAO arrangements, which have since grown and provided exceptional service and value to the business.



You're interested in FAO. You've heard a lot about it in the news. You've read about other financial executives who have made the leap and experienced the success. But where do you turn to find out the real deal? What kind of savings can you expect? What kind of improvements should you see? What are the industry metrics and what providers are doing the best job at meeting them? Your answers can be found in this year's list of FAO Advisors and Opinion-Leader Superstars. These are the thought leaders who have been researching and tracking the industry for years, providing potential FAO users like you with all the FAO answers.

SUPERSTAR	TITLE	COMPANY
Jessee Allread	Vice President—Sales	Global Upside
John Barnsley	Non-executive Chairman	Inaltus
Peter Bendor-Samuel	Founder and Chief Executive Officer	Everest Group
William Bierce	Partner	Bierce & Kenerson, P.C.
Frank Casale	Founder and CEO	Outsourcing Institute
J. Ross Docksey	Partner	Sonnenschein, Nath & Rosenthal
Phillip Fersht	Global Research Vice President	NelsonHall
Greg Hackett	Co-Founder	The Sonax Group
John K. Halvey	Partner—Technology & Outsourcing Group	Milbank, Tweed, Hadley & McCloy
Mark Hodges	Founder and Strategy & Corporate Development	EquaTerra
Michel Janssen	President, Supplier Solutions	Everest Group
Andrew Laidlaw	Partner	Seyfarth Shaw
Dr. Mary Lacity	Professor of Information Systems	College of Business Administration, University of Missouri-St. Louis
Dennis McGuire	Founder and Chairman	TPI
James Brian Quinn	William and Josephine Buchanan Professor of Management, Emeritus	The Tuck School of Business, Dartmouth College
Paul J. N. Roy	Partner	Mayer, Brown, Rowe & Maw
Mimi Wolfe Strouse	Managing Director—Business Services	Warburg Pincus
Richard Tinervin	Founder and Managing Partner	Tinervin Advisors
Mark Toon	Chief Executive Officer	EquaTerra
Robert Treuhold	Managing Partner—Paris	Shearman & Sterling
Joe Vales	Senior Partner	Vales Consulting Group
Atul Vashistha	CEO	neolT
Barry Wiegler	Manager and Chief Executive Officer	Sourcing Interest Group
Robert Zahler	Partner—Global Sourcing	Pillsbury Winthrop Shaw Pittman



Jessee Allread,
VP Sales, Global Upside

For more than 20 years, Allread has been responsible for the creation, implementation, and management of sales teams, distribution channels, contracted representatives, and direct sales efforts. Starting with Toys R Us and Autodesk, he developed management hiring and training practices nationally, set up and managed domestic and international indirect sales organizations, and has worked as an advisor and consultant to more than 100 companies.



Peter Bendor-Samuel
Founder and Chief Executive Officer, Everest Group

The man who made the outsourcing mountain model famous, Bendor-Samuel's thought leadership and expertise span more than two decades of developing significant, large-scale outsourcing and partnering solutions. He is the recipient of the 2001 Outsourcing World Achievement Award and the author of "Turning Lead Into Gold: The Demystification of Outsourcing," a book that highlights how buyers and service providers can construct enduring, win-win relationships.



John Barnsley
Non-executive Chairman, Inaltus

The former head of the global BPO business for PW and PwC BPO based in London, Barnsley had the vision to build a \$700 million BPO business in just three years led by groundbreaking F&A contracts in Europe, Eastern Europe, North America, and South America. He is now retired from PwC after he sold the BPO business to IBM and is the non-executive chairman of Inaltus, a U.K.-based F&A outsourcing firm.



William Bierce
Partner, Bierce & Kenerson, P.C.

With more than 25 years of experience in corporate, commercial, technology, international business, and financial transactions, Bierce co-founded Bierce & Kenerson, an infrastructure law firm that enables clients to better manage operational infrastructures and strategic relationships. He has advised on numerous outsourcing transactions and is a frequent author and lecturer on the topic.

2006 FAO SUPERSTARS: Advisors



Frank Casale Founder and CEO, Outsourcing Institute

Casale is a well-known consultant with the best outsourcing URL, www.outsourcing.com. He also heads the Outsourcing Institute, an independent source for outsourcing data for both client executives and outsourcing providers.



J. Ross Docksey Partner, Sonnenschein, Nath & Rosenthal

Also named a star in the HRO space, Ross is one of the savviest and most thoughtful attorneys in the outsourcing space. Ross keeps abreast of market trends and is extremely well-versed in the space. He has represented OPI in more than a dozen F&A contract negotiations, and we were always thankful for having him on our side.



Philip Fersht Global Research Vice President, NelsonHall

As part of the new class at NelsonHall, Fersht is a superior BPO analyst with the style to match. He leads the research function across all research domains in business process outsourcing—managing a team of analysts across North America and Europe.



Greg Hackett Co-Founder (Founder of The Hackett Group), The Sonax Group

Visionary creator of finance excellence design—Greg Hackett was the founder of The Hackett Group and Mergership Inc. He was the creator of Hackett's benchmarking and best-practice programs and has more than 25 years experience as an advisor to senior management. Prior to forming Hackett, he was affiliated with A.T. Kearney and Booz Allen Hamilton. He began his career as an industrial engineer with Timken and Bendix Corporation. A highly regarded speaker, he sits on the editorial advisory board of *CFO Magazine*.



John K. Halvey Partner, Technology and Outsourcing Group, Milbank, Tweed, Hadley & McCloy

Halvey wrote the book on BPO, literally, as the author of "BPO Transactions: Process, Strategies, and Contracts." Halvey practices in all areas of technology law, with particular emphasis on IT and BPO and venture capital transactions. He has represented companies in many of the largest technology, telecommunications and business process outsourcing transactions, including Deutsche Bank, BellSouth, General Motors, DuPont, AT&T, Cendant, Alcatel, Xerox, Boeing, Hughes, Bombardier, and the Commonwealth Bank of Australia. His work in this area has been the subject of articles in numerous magazines.



Mark Hodges Founder and Strategy and Corporate Development, EquiTerra

A visionary leader of lifecycle sourcing concept, Hodges is the leading authority on BPO and HRO, authoring the very first market research report on BPO in 1989. He is a pioneer in BPO and sits on all of the major industry associations and standards boards. Hodges is one of the founders of EquiTerra and has been widely heralded as the pioneer of HR outsourcing, in which he has been a thought leader, frequent speaker, and author for more than 10 years. He has assisted more than 50 corporations in the assessment and improvement of their SG&A functions via BPO, HRO, and shared services. Hodges also founded Exult Inc. and G2 Research, which was sold to Gartner Group.



Michel Janssen President, Supplier Solutions, Everest Group

This BPO wizard carries a big client roster in his bag of tricks. Janssen created the Supplier Solutions division, specializing in understanding outsourcing suppliers and their capabilities. With a career spanning almost two decades in outsourcing leadership positions, he has been a major contributor to the industry's development and has designed strategies for creating effective relationships between service organizations and their clients in a wide cross-section of industries and business processes.



Dr. Mary Lacity Professor of Information Systems, College of Business Administration, University of Missouri-St. Louis

Teacher, author, consultant, researcher, and global BPO technology expert, Lacity is a noted speaker at outsourcing conferences, the editor of the *Journal of Information Technology* and *MIS Quarterly Executive*, and author of numerous articles and books on outsourcing.



Andrew Laidlaw Partner, Seyfarth Shaw

Migrating from his background as an antitrust litigator, Laidlaw has turned his focus to advising on a large number of BPO deals.



Dennis McGuire Founder and Chairman, TPI

McGuire sets the standards for sourcing consulting. He co-founded TPI in 1989 and has led the firm in its service offerings and international expansions, as well as the company's substantial growth. With more than 20 years of relevant industry experience, he has been a leader in the growth and evolution of the outsourcing industry. He is a frequent speaker at industry conferences, user events, and service provider forums.



James Brian Quinn William and Josephine Buchanan Professor of Management, Emeritus, The Tuck School of Business, Dartmouth College

Professor Quinn is widely recognized as one of the top management thought leaders in the outsourcing field. He has been writing about the innovation process since 1951 and was a distinguished faculty member of the Tuck School from 1957 to 1993.



Paul J. N. Roy Partner, Mayer, Brown, Rowe & Maw

Partner in Mayer Brown's outsourcing practice, Roy is renowned for his understanding of technology outsourcing law.



Mimi Wolfe Strouse Managing Director—Business Services, Warburg Pincus

A true believer in the power of BPO, Wolfe Strouse joined Warburg Pincus in 2002 and focuses on business process outsourcing and human capital management investing. She also served as a principal at General Atlantic Partners and worked as a financial analyst in the mergers and acquisitions division of Credit Suisse First Boston.



Richard Tinervin Founder and Managing Partner, Tinervin Advisors

Tinervin's experience as a senior manager in the institutional wealth management arena brings superior strategic and practical knowledge to the outsourcing industry. He has more than 30 years experience in international and U.S. financial services. Since electing early retirement from Citigroup, he formed Tinervin Advisors as an independent consultancy to asset management organizations to include leading the adoption of business process outsourcing.



Mark Toon Chief Executive Officer, EquiTerra

The other visionary leader of EquiTerra's lifecycle sourcing concept, Toon has advised global corporations on BPO, management of third party contracts, shared-services development, and SG&A cost reduction/value improvement. He was a partner with TPI, founder and CEO of SourceNet Solutions, and spent nine years at Andersen Consulting helping Global 2000 companies improve their business processes.



Robert Treuhold Managing Partner, Paris, Shearman & Sterling

Specializing in U.S. and international corporate, banking, and financial transactions, Treuhold has extensive experience in privatization, international joint ventures, project financings, and mergers and acquisitions. He has been cited as both a leading capital markets lawyer in the *Guide to the World's Leading Capital Markets Lawyers*, and a leading privatization lawyer in the *Guide to the World's Leading Privatization Lawyers*.



Joe Vales Senior Partner, Vales Consulting Group

The BPO marketing guru known for strategic superiority, Vales is the founder of U.S.-based Vales Consulting Group, which focuses on helping clients build businesses that seek to dominate markets or market segments. He is known for building brands that shape markets for years to come. He also recently co-founded the Reference Standards Board, an industry organization that works closely with outsourcing service providers to provide client references that help corporate buyers make informed decisions in the highly competitive RFP process.



Atul Vashistha CEO, neoIT

Master of offshore BPO sourcing consulting, Vashistha is the co-author of "The Offshore Nation," which details the strategies for leading companies to succeed in offshore outsourcing. He is a leading authority on globalization and outsourcing. Wall Street analysts, Global 2000 executives, and top business journalists regularly seek his opinion on the key topics related to services globalization.



Barry Wiegler Manager and Chief Executive Officer, Sourcing Interests Group

Shepard-in-chief of BPO thought leaders, Wiegler conceived the idea for the Sourcing Interests Group in 1991 and has led the vision for the group's early recognition and movement into new sourcing arenas. As the leader of arguably the only truly objective and neutral sourcing organization, Wiegler has been honored to serve as a judge for industry awards presented by other major organizations.



Robert Zahler Partner—Global Sourcing, Pillsbury Winthrop Shaw Pittman

Zahler has been practicing law for more than 25 years. He participates in a wide range of legal work with special emphasis on sourcing both ITO and BPO. Zahler's work includes counseling and negotiating large-scale facilities management, information technology outsourcing and business process outsourcing arrangements (both onshore and offshore), the structuring of telecommunications and managed network services transactions, the development of systems integration and custom system contracts, the protection of intellectual property rights, and the licensing of computer software.



Planting the seeds and reaping the rewards of the booming FAO industry, these providers are committed to ensuring that FAO maintains its rapid growth and high standards. Setting standards for FAO and invested in improving FAO service excellence, each provider on the list has contributed immeasurably to the industry. Some have grown the number and variety of FAO services offered. Others have grown FAO's reach—signing on more and larger clients and increasing acceptance of the practice. Still others have met customers' growing demands for improved FAO service options.

SUPERSTAR	TITLE	COMPANY
Randolph Altschuler	Co-Chief Executive Officer	Office Tiger
David Andrews	CEO	Xchanging
Matt Appel	President BPO F&A	EDS
Jeff Bizzack	CEO	Savista
Karl Buttner	CTO	170 Systems, Inc.
Kevin Campbell	Global Managing Director—Business Process Outsourcing	Accenture
Dominick Cavuoto	Corporate Vice President and President, Global Financial Services	Unisys Corporation
Stewart Clements	President	Accenture Finance Solutions
Charles Fote	Director, Former Chairman and CEO	First Data Corporation
Russell Fradin	Former President and CEO	Bisys
Arup Gupta	President, TSA America	Tata Group
Marcus Holloway	Managing Director, Finance and Accounting Outsourcing	Affiliated Computer Services, Inc.
Van Honeycutt	Chairman and CEO	Computer Science Corporation
Dr. L.S. Kanodia	Chairman and Founder	Datamatics Technologies Ltd.
Philippe Lesueur	President	ADP Employer Services Europe
Leslie Muma	Director, Former President and CEO	Fiserv, Inc.
David Narrow	Global F&A Outsourcing Leader	IBM
James Orr	CEO and Chairman	Convergys
Regina Paolillo	CEO	Creditek
Ross Perot	Chairman Emeritus of the Board	Perot Systems
Azim H. Premji	Chairman and Managing Director	Wipro Ltd.
Bob Pryor	CEO	Capgemini Energy
B. Ramalinga Raju	Founder and Chairman	Satyam Computer Services, Inc.
A. Barry Rand	CEO and Chairman	Equitant
Martin Read	Group Chief Executive	LogicaCMG
Clarence Schmitz	Chairman and CEO	OPI
Gregg Scoresby	CEO	Core3
Dr. Sarah Thomas	Director	Accenture
David Tibble	Chairman	WNS Global Services
Jan Trevalyan	Founder and Chairman	DDC Group



Randolph Altschuler
Co-Chief Executive Officer, Office Tiger

Altschuler's roar has ushered in the next generation of outsourcing with OfficeTiger. Prior to co-founding OfficeTiger, he worked in private equity at The Blackstone Group and in investment banking at Donaldson Lufkin and Jenrette. Randolph also served as an assistant to the chief executive officer of Deutsche Bank North America, focusing on both strategic and management issues.



David Andrews
CEO, Xchanging

Famous for radical client improvements, Andrews has 25 years of BPO experience. He founded the U.K. outsourcing group in 1998 after spending 20 years at Accenture. After a few years, Xchanging now has 3,000 employees in 10 countries, with a strong presence in Germany where it specializes in securities trading.

2006 FAO SUPERSTARS: Providers


Matt Appel
President BPO F&A, EDS

Appel is responsible for the development, implementation, and operations of EDS' global shared-services program in the areas of finance and accounting, HR, procurement, and administration. Currently, this program has initiatives and operations in the Americas, Europe, and Asia. He also serves as president of the finance and accounting services line for EDS.


Jeff Bizzack
CEO, Savista

Bizzack knows the power of providing HRO & FAO simultaneously. With more than 18 years of experience in technology and BPO, he is credited with leveraging breakthrough technology as a driver of accelerated growth and building a client-centric organization to achieve the highest client satisfaction and retention levels in the outsourcing services industry. Few can match his track record in this highly competitive market, having established and built a technology-driven BPO company from the ground up.


Karl Buttner
CTO, 170 Systems, Inc.

Buttner is a pioneer in document management solutions for ERP financial applications. He develops the vision for 170 Systems technologies and products and serves as chairman of the board of directors. As a founder and former president and CEO, he leveraged his extensive experience with document management, imaging, workflow, and relational database technologies to set 170 Systems' strategy, business, and technical direction.


Kevin Campbell
Global Managing Director—BPO, Accenture

A major innovator of end-to-end enterprise HRO and FAO, Campbell assumed his current position in February 2005. He focuses on identifying and pursuing new areas of opportunity for Accenture's growing BPO capabilities and has operational and client management responsibility for Accenture's BPO units.


Dominick Cavuoto
Corporate Vice President and President, Global Financial Services, Unisys Corporation

With more than 25 years of consulting and management experience, Cavuoto's leadership skills have enabled Unisys to significantly expand its capabilities in the financial services industry. He advises senior executives on mergers and acquisitions integration, enterprise security concerns, and globalization strategies.


Stewart Clements
President, Accenture Finance Solutions

Stewart has shaped an organization with more than 4,800 professionals in more than 20 F&A delivery centers—supporting more than 40 market-leading customers, in over 40 countries and in as many languages. He co-authored the publication, "CFO Insights: Achieving High Performance Through Finance Business Process Outsourcing."


Charles Fote
Director and former CEO, First Data Corp.

Since 2003, Fote has been a director of First Data, which has more than likely touched your life every day. Under his leadership, the company expanded significantly around the world, achieving double-digit growth and market leadership through checking and credit card-processing transactions.


Russell Fradin
former President and CEO, Bisys

Known for his reputation in setting high standards.


Arup Gupta
President, TSA America, Tata Group

Gupta is responsible for 65 percent of his company's billion-dollar revenues. As president, Gupta manages 50 offices of the U.S. and Canada with a staff of more than 8,000 technical consultants at client locations. He has been with TCS for more than 20 years. Until recently he managed one of TCS's largest development and delivery centers, at SEEPZ, India.


Marcus Holloway
Managing Director, FAO, ACS, Inc.

Holloway has grown ACS' F&A business significantly over the last two years. With responsibility for all aspects of the organization, from P&L to operations, customer satisfaction and business development, his strategy and the leadership team he put into place attracted a number of new ACS clients.


Van Honeycutt
Chairman and CEO, Computer Science Corporation

Honeycutt has managed CSC's aggressive strategy of acquisitions, mergers, and alliances that has strongly positioned CSC in key vertical markets such as financial services and healthcare. His star shines for guiding CSC to become a leading provider of information systems and outsourcing to the U.S. government.


Dr. L.S. Kanodia
Chairman and Founder, Datamatics Technologies Ltd.

Widely acknowledged as the founder of the Indian IT industry, under Kanodia's leadership Datamatics has been growing at a furious pace. Prior to founding Datamatics in 1975, he founded and headed Tata Consultancy Services.


Philippe Lesueur
President, ADP

As the inheritor of the marvelous GSI business built by Philippe Gluntz, Paris-based Lesueur has continued to expand ADP's dominant payroll market share in France and throughout Europe. His business also includes a leadership position in airline ticket clearing for European travel agents.


Leslie Muma
Director; former President and CEO, Fiserv, Inc.

Les Muma has more than 35 years in the data processing industry. He has been with Fiserv and its predecessor company since 1971 and has served on the board of directors since 1984. Muma pioneered outsourced financial transaction processing in 1984 with the founding of Fiserv.


David Narrow
Global F&A Outsourcing Leader, IBM

London-based David Narrow is the former head of F&A outsourcing for PW and PwC BPO. He is famous for his napkin analogy which he wrote in 1999 to describe how a combination of reengineering, web enablement/technology, and offshore delivery could reduce F&A expenses by 75 percent. He is now responsible for delivering F&A outsourcing services to BP for IBM in London.


James Orr
CEO and Chairman, Convergys

An innovator in customer care and billing for the telecom industry among others, Orr was named president and chief executive of Convergys in 1998 and chairman in 2000. He had previously spent 20 years at Procter & Gamble and served as chief operating officer of Cincinnati Bell.


Regina Paolillo
CEO, Credittek

Former Gartner CFO and EVP, Paolillo is now building a leading company in revenue-cycle outsourcing.


Ross Perot
Chairman Emeritus of the Board, Perot Systems

Well-known eccentric business personality and two-time presidential candidate who built two huge outsourcing provider firms, EDS (started with a \$1,000 loan from his wife) and Perot Systems. Perot was a salesman for IBM when he founded Electronic Data Systems in 1962.


Azim H Premji
Chairman and Managing Director, Wipro Ltd.

In 1966, Premji took on the mantle of leadership of Wipro at the age of 21. Under his leadership, Wipro has become the largest BPO services company in India. Today Wipro is an IT Services company ranked among the top 100 technology companies globally by *BusinessWeek*.


Bob Pryor
CEO, Caggemini Energy

Pryor has more than 20 years of experience in IT and outsourcing services and has worked with clients in a variety of industries including oil and gas, utilities, telecommunications, food and consumer products, and manufacturing. He was previously president of Caggemini's outsourcing practice in North America, leading a team of approximately 3,000 employees with annual revenues approaching \$600 million.


B. Ramalinga Raju
Founder & Chairman, Satyam Computer Services

Since founding Satyam a decade ago, Raju has built the Indian-based company into a global IT solutions provider with more than 4,000 professionals serving 108 customers in more than 20 countries and four continents, 20 of whom are part of the *Fortune* Global 500.


A. Barry Rand
CEO and Chairman, Equitani

A *Fortune* 500 CEO with broad executive management experience, Rand has a track record of accelerating high-growth businesses to success as well as driving established, multi-billion dollar businesses to positions of market leadership. This evangelistic visionary is the force behind Equitani's mission to help clients put their capital in motion and deliver optimum value creation.


Martin Read
Group Chief Executive, LogicaCMG

Read joined Logica plc in 1993 as chief executive. At that time, Logica had a headcount of 3,000, and most of its business was in the U.K. From 1993 to 2001, Logica achieved rapid growth and developed as an international company. Read became Group Chief Executive of LogicaCMG following Logica's merger with CMG at the end of 2002.


Dr. Sarah Thomas
Director, Accenture

Marketing guru for pioneer BPO and FAO firm Accenture.


David Tibble
Chairman, WNS Global Services

Tibble is based in the U.K. and has led the development of WNS as a BPO industry leader over the last three years. Prior to joining WNS, he served as group finance director of Hays Plc, an FTSE 100-listed outsourcing company in the U.K. where he founded and headed its 6,000-person BPO division, operating in the U.K., France, Poland, Holland, India, and Sri Lanka.


Jan Trevalyan
Founder and Chairman, DDC Group

First providing offshore BPO 15 years ago, this innovator looks at data and tasks very uniquely and is also an innovator of data capturing and services.