# OUR MILESTONES | *Producing milestone transactions in the outsourcing industry*

**1988** — **FIRST**
Large-Scale ITO
First City Bank

**1991** — **FIRST**
Multi-Billion Dollar ITO
Continental Airlines

**1994** — **FIRST**
Networking Joint Venture
and ITO | Air Canada

**1995** — **FIRST**
Whole-of-Government ITO
State of South Australia

**1996** — **WATERSHED**
Alliance-Based ITO
J.P. Morgan (Pinnacle Alliance)

**1998** — **LANDMARK**
Sale of Outsourcing Business
to IBM | GE Capital

**1999** — **FIRST**
Large-Scale Procurement
BPO | ANZ Bank

**1999** — **LARGEST**
Networking and ITO ($12B)
MCI

**1999** — **FIRST**
Global HR BPO Exult
(BP Amoco)

**2000** — **LARGEST**
Public Sector Outsourcing
Program | Commonwealth
of Australia

**2001** — **LARGEST**
Managed Services Network
Equant

**2002** — **TWO LARGEST**
Financial Services "Utility-Type"
ITO American Express; JPMorgan
Chase

**2003** — **FIRST**
ValueChain-based Large-Scale
ITO | Toronto-Dominion Bank

**2004** — **LARGEST**
European "Second Generation"
Outsourcing | Inland Revenue (UK)

**2005** — **FIRST**
Global, Multi-Tower
ValueChain ITO | Royal Ahold

**2006** — **LARGEST**
Global AD/M Outsourcing
Vodafone Group

**2007** — **MOST SIGNIFICANT**
Multi-domain BPO (Facilities,
Procurement, IT) | Hertz
Corporation

**2008** — **LARGEST**
Offshore Outsourcing (IT and
BPO) Nielsen ($1.26 billion – 175
countries)

**2009** — **COMPLEX**
4 concurrent global ITOs
BHP Billiton

**2010** — **AWARD WINNING**
Multi-Tower FMO
GlaxoSmithKline

**2011** — **MOST SIGNIFICANT**
Transformational ITO and AD&M (24
countries) | State Street Bank ($1B)

**2012** — **MOST INNOVATIVE**
ValueChain based ($850
million) Ameriprise Financial

**2013** — **MOST CREATIVE**
Mainframe Cloud Computing
Goldman Sachs

**2014** — **TRANSFORMATIONAL**
Complex BPaaS and ITO
transaction | Health Net ($3B)

**2015** — **LARGEST**
Global Office 365 Transaction
Worldwide industrial/financial
services Company

**2016** — **INNOVATIVE**
Transformational first
generation global
outsourcing TE Connectivity

pillsbury