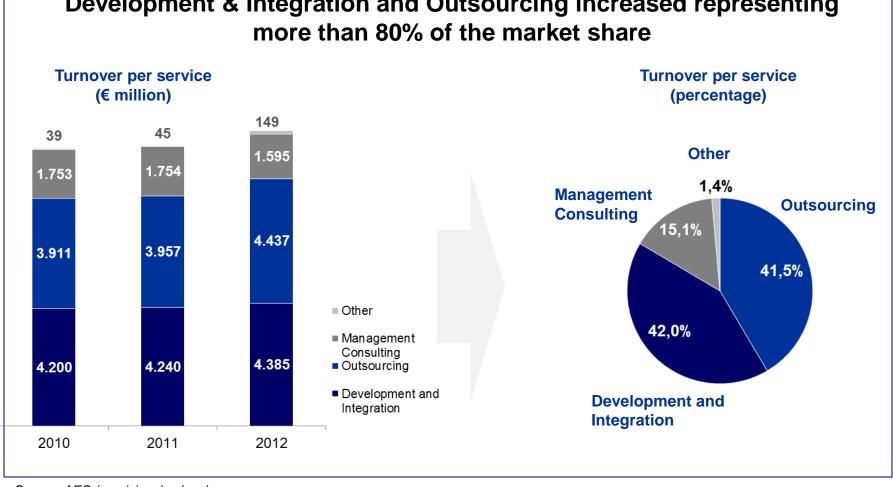






#### Management Consulting reduced its turnover in 2012 despite **Development & Integration and Outsourcing increased representing** more than 80% of the market share







#### Despite the global macroeconomic crisis, the consultancy sector in Spain has maintained growth in turnover, mainly by three factors:

## competitive pressure

rapid spread of IT technologies

growing power of the consumer

internationalization and globalization emergence of more flexible and 'fragmented' business models

- Internationalization of Spanish companies in LATAM due to the ease of access (language)
- Impulse of the transformation process in private companies and Public Administration
- Adaptation of **services** portfolio to the needs of companies and the market



#### ..specially in Financial sector

# This transformation process affects particularly the financial sector, causing a high demand for professional services:

Crisis

Global crisis of liquidity and solvency: involves the contraction of the interbank market and declining interest margins

Recovery management

Laws

**Important regulatory changes** that occur quickly and have a substantial impact

Analysis of impacts and adaptation

Custumer

Loss of consumer confidence
Major financial knowledge
Demand a more specialized service
Changes in behavior by new technologies

Customer Experience

**Branding** 

New players

Web Payment Services
Peer to peer lending
Mobile wallet

Business Development



### **Management Consulting: main strengths**

The main projects developed by Management Consulting over the past year have been based on the advice and support on:

Internationalization, sought new business opportunities

Restructuring and transformation, especially in the banking sector

Improving

competitiveness, saving costs, optimizing processes and driving strategy to IT reality



Strategy. Major opportunities for growth for consulting firms which: concerns consulting firms moving away from the old pyramid consulting model in favor of something more flexible and offering integral services



new services, new roles, and new delivery models

 Right here, right now. Recent low levels of growth EU and main sources expects more of the same across the European consulting industry



one must: internationaliza-

 HotSpots. First, Saudi Arabia, Qatar, ..., and later on China, Brazil, and continue to fuel a booming market.



flexibility in a global market context

 Continuous merger and acquisitions in global consulting firms may hold potential for consulting firms.



further consolidation and client perception