



United Business Media

Our 21st Annual Ranking

InformationWeek

THE BUSINESS VALUE OF TECHNOLOGY

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500

Relentless Innovators

In a brutal economy, these companies delivered

InformationWeek 500: Business Services Firms Use Automation To Fight Recession

From law firms to multinational outsourcers, leaders in this segment are finding ways to work smarter.

By Paul McDougall

The economic downturn is forcing consulting and business services companies to do more with less. The industry lost 38,000 jobs in July and 1.5 million positions since the beginning of the recession, according to the most recent data from the U.S. Bureau of Labor Statistics, and the trend continues.

Companies are turning to IT to maximize efficiency and automate as many processes as possible, for themselves and customers. Keane, a mid-size outsourcer, this year undertook a project to automate automation itself.

Under its Open Source Test

Automation Framework initiative, Keane programmers built a tool that lets its industry specialists quickly



deploy automation tools for clients by reusing existing code and test scripts. To get the job done, Keane

formed an internal R&D team called Innovez and tasked it with creating the best automation tools money could not buy.

While IT spending among these companies may be down overall given the recession, tech spending as a percentage of revenue is holding up. Consulting and business services firms, a wide swath of companies that runs the gamut from legal practices to waste management providers, plan to spend 4.3% of total sales on IT projects this year according to our survey—dead even with 2008 and ahead of 2007's 4%.

MASTERS OF TECHNOLOGY

THE FULL ALPHABETIZED LIST OF THIS YEAR'S *INFORMATIONWEEK 500*
WITH NEW INSIGHT INTO REGIONAL TRENDS

Region	COMPANY	HIGHEST-RANKING IT EXECUTIVE
●	K&L Gates LLP www.klgates.com Pittsburgh, Pa.	Steven W. Agnoli CIO
●	Kansas City Power & Light Co. www.kcpl.com Kansas City, Mo.	Charles H. Tickle VP of IT
●	Keane Inc. www.keane.com Boston, Mass.	Thomas S. Gary SVP, Chief Information Officer
●	Ketchum Inc. www.ketchum.com New York, N.Y.	Andy Roach Partner, Assoc. Dir., Global Technology Practice & CIO
●	KeyCorp www.key.com Cleveland, Ohio	Steve Yates Exec. VP & CIO

Region	COMPANY	HIGHEST-RANKING IT EXECUTIVE
●	KI www.ki.com Green Bay, Wis.	Vicki Petit VP of IS
●	Kindred Healthcare Inc. www.kindredhealthcare.com Louisville, Ky.	Rick Chapman Exec. VP, CIO & CAO
●	KLA-Tencor Corp. www.kla-tencor.com Milpitas, Calif.	Timothy Campos VP of IT & CIO
●	Knight Capital Group Inc. www.knight.com Jersey City, N.J.	Steven J. Sadoff Exec. VP & CIO
●	Knight Transportation Inc. www.knighttrans.com Phoenix, Ariz.	Cory Staheli VP of IS

Keane