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Rose Financial Services is #1 Highest-Ranking Finance and Accounting Outsourcing Firm in 2010 Black Book of Outsourcing Global Top 50

Rockville, Maryland-based Company ranked 11th for Overall Customer Satisfaction in Worldwide Outsourcing Survey

ROCKVILLE, MD, October 7, 2010 – [Rose Financial Services](#) (RFS), the Premier U.S. Based Accounting and Financial Outsourcing Firm, announced that it has ranked 11th in the world for overall customer satisfaction in the [2010 “Black Book of Outsourcing” Global Top 50](#). Scoring 4.64 out of a possible 5.0, the company was the highest-ranking [finance and accounting outsourcing services provider](#) in the annual worldwide survey.

“Of all the honors, awards and recognition that we have earned in recent years, none makes us as proud as having our clients themselves confirm that among all providers in our field we provide the best service in the world,” said [RFS President and CEO, Ted Rose](#). “We work hard to excel in exactly those criteria that — according to the survey — customers value most in an outsourcing provider: understanding customers’ requirements, resolving problems quickly should they arise, and bringing the highest quality skills and resources to every engagement.”

Owned and managed by the Datamonitor Group, [The Black Book of Outsourcing](#) is the leading independent benchmark for customer satisfaction in the outsourcing industry. This year’s survey was conducted between April 28 and August 4, 2010, with validated responses providing customer feedback on over 31,000 service experiences.

Eamonn Kennedy, Global R&A Director, Services & Sourcing at Datamonitor, said, “... the top 50 list does not discriminate between providers and is a ‘raw’ presentation of the satisfaction ratings provided for all service providers with 10 responses and more. From that presentation it is possible to conclude that smaller providers can compete effectively with larger providers on the issue of customer satisfaction.”

“Smaller outsourcing providers have been pushing their specialist knowledge and deep client understanding as their unique selling point for some time now, claiming that specialists provide a better service. While all outsourcers talk up their ability to specialize, this survey suggests that smaller players are best positioned to deliver on that promise”, added Kennedy.

Rose stated, “RFS utilizes a U.S. based service delivery model, also referred to as [‘on-shoring’](#)”



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or 'in-shoring.' We believe this model results in higher satisfaction and lower total cost for our clients. While many of our clients are headquartered in the Washington Metropolitan Area, we have multinational companies from around the world outsourcing their finance, accounting, and tax operations to RFS,” said Rose. “We are able to provide all of our clients with a dedicated team of professionals that are knowledgeable and committed to their success.”

About Rose Financial Services, LLC

Rose Financial Services®, the Premier U.S. Based Accounting and Financial Outsourcing Firm, has been helping companies succeed since 1994. Using their time tested PRICE™ methodology, Rose Financial Services provides value by establishing financial systems that routinely deliver accurate, timely, and relevant financial information. With years of experience, they then offer the financial guidance companies need to make better business decisions and succeed. Visit www.rosefinancial.com.

About Datamonitor

Datamonitor is a leading provider of online database and analysis services for key industry sectors. We help our clients, 5000 of the world's leading companies, to address complex strategic issues. Through our proprietary databases and wealth of expertise, we provide clients with unbiased expert analysis and in-depth forecasts for seven industry sectors: Automotive, Consumer Packaged Goods, Energy, Financial Services, Pharmaceuticals and Healthcare, Technology, Transport and Logistics.

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