



## **Supply Chain Management (SCM) BPO – Service Provider Profile Compendium 2018**

Supply Chain Management (SCM) – Business Process Services (BPS)  
Market Report – May 2018: Complimentary Abstract / Table of Contents

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- Price book
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## Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

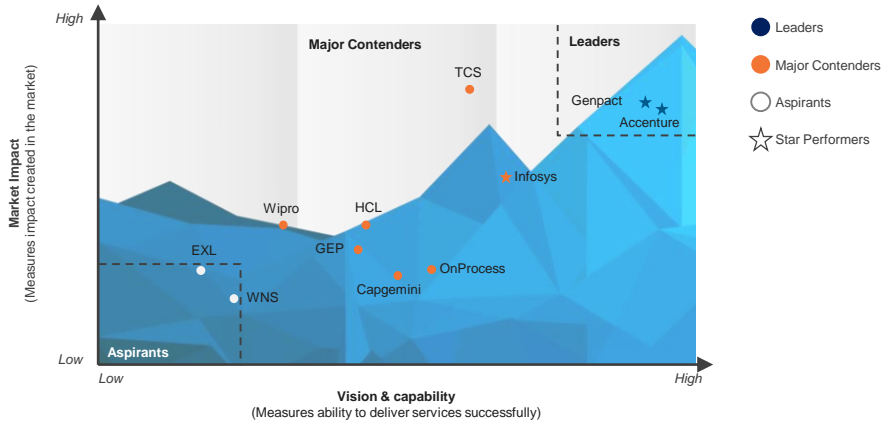
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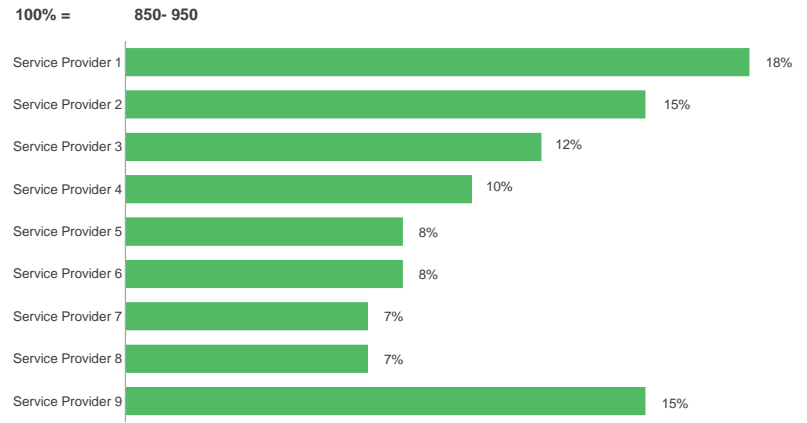
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# This study offers two distinct chapters providing a deep dive into key aspects of SCM BPO market; below are four charts to illustrate the depth of the report

## Everest Group Services PEAK Matrix™ for SCM BPO



## Market share by service provider



## Everest Group's remarks on service providers

Measure of capability: ● High ☾ Low

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
●	●	●	●	●	☾	●	☾	●

**Strengths**

- ABC has registered strong growth in the SCM space, and with one of the leading shares of revenue and contracts, it has successfully consolidated its position within the Leaders category
- To accelerate its growth, ABC is focusing on specific industries such as retail, consumer goods, hi-tech & telecom, travel, and defense. Most of these industries are undergoing significant disruption, thereby creating a gap for ABC to fill
- ABC has significant experience and expertise in providing multi-tower solutions, especially owing to its strong capabilities in F&A and procurement functions, which it leverages efficiently to offer end-to-end SCM services

**Areas of improvement**

- ABC has increased its focus on the transactional SCM space. It will be interesting to see how it integrates this with its transformative approach and comes up with an end-to-end solution for its clients
- Although ABC is already making investments into expanding its service offering, a specific area that it should focus on is the make/manufacture process to provide an end-to-end SCM offering
- ABC has faced some problems in maintaining the level of services from its new delivery centers. Clients have highlighted the fact that although XXX has good capabilities in its existing delivery locations, it has been unable to replicate the success in these new centers

## Capability assessment

Measure of capability: ● High ☾ Low

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
Service provider 1	●	☾	●	●	●	☾	●	☾	●
Service provider 2	☾	●	☾	☾	☾	☾	●	☾	☾
Service provider 3	☾	●	●	●	●	☾	☾	●	●
Service provider 4	☾	☾	●	●	●	☾	●	☾	●
Service provider 5	●	●	●	●	●	☾	☾	●	●
Service provider 6	●	☾	●	●	●	☾	☾	●	☾
Service provider 7	●	☾	●	●	●	☾	●	●	●
Service provider 8	●	☾	●	●	☾	☾	☾	●	☾
Service provider 9	☾	●	●	●	●	☾	●	●	●

# Research calendar – Procurement Outsourcing (PO)

Published
  Planned
  Current release

## Flagship PO reports

### Release date

PO Service Provider Landscape with PEAK Matrix™ Assessment 2017 .....	June 2017
BPS Delivery Automation (BPSDA) – Service Provider Landscape with PEAK Matrix™ Assessment 2017.....	July 2017
Procurement Outsourcing (PO) Annual Report – 2017: Leap towards Digital Transformation .....	July 2017
SCM BPO Service Provider Landscape with Services PEAK Matrix™ Assessment 2018 .....	Dec 2017
PO BPO Service Provider Landscape with Services PEAK Matrix™ Assessment 2018 .....	Mar 2018
<b>Supply Chain Management (SCM) BPO – Service Provider Profile Compendium 2018 .....</b>	<b>May 2018</b>
Supply Chain Management (SCM) Annual Report – Annual Report 2018 .....	Q2 2018
Procurement Outsourcing (PO) Annual Report – Annual Report 2018 .....	Q2 2018

## Thematic PO reports

Driving Business Outcomes in Aftersales Supply Chain .....	May 2016
Unlocking Next-Generation Value through Technology-Embedded Business Process Services .....	July 2016
PO – Viewpoint – Procurement Analytics 3.0 .....	February 2017
3PL or 4PL: An Increasingly Complex Decision .....	June 2017
The Future of Procurement in the Digital Age .....	Mar 2018
Supplier Management - More than Just Managing Cost and Risk .....	Q2 2018
Looking beyond the savings - Emerging value levers for CPOs .....	Q3 2018

Note: For a list of all of our PO reports, please visit the [PO](#) on our reports portal

# Additional PO research references

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The following documents are recommended for additional insight into the topic covered in this report. The recommended documents either provide additional details on the topic or complementary content that may be of interest

- 1. Procurement Outsourcing (PO) BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018**  
([EGR-2018-22-R-2588](#)); 2018. This report examines the global PO service provider landscape and its impact on the PO market. It focuses on service provider position and growth in the PO market, changing market dynamics & emerging service provider trends, and assessment of service provider delivery capabilities
- 2. The Future of Procurement in the Digital Age** ([EGR-2018-22-V-2416](#)); 2018. This paper is intended for enterprise operations executives who are looking to understand the changing procurement ecosystem, its potential implications, and the challenges they must overcome to truly transform the function
- 3. Supply Chain Management (SCM) BPO – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018**  
([EGR-2017-10-R-2496](#)); 2017. This report examines the global SCM service provider landscape and its impact on the SCM market. It focuses on service provider position and growth in the SCM market, changing market dynamics & emerging service provider trends, and assessment of service provider delivery capabilities

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Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at [www.everestgrp.com](http://www.everestgrp.com).

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