



Analytics Business Process Services (BPS) – Service Provider Compendium 2016

Business Process Services (BPS)
Market Report: June 2016 – Preview Deck

Our research offerings for global services

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Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available

▶ BFSI¹ Information Technology

▶ PricePoint™

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▶ Procurement

▶ Application & Digital

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▶ Cloud & Infrastructure

▶ Recruitment & Talent Acquisition

▶ Global Sourcing

▶ Contact Center

▶ Locations Insider™

▶ Service Optimization Technologies

▶ Transaction Intelligence

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

Subscription information

- The full report is included in the following subscription(s)
 - **BFSI BPO, FAO, PO, HRO, CCO**
- In addition to published research, a subscription may include analyst inquiry, data cuts, and other services
- **If you want to learn whether your organization has a subscription agreement or request information on pricing and subscription options, please contact us**



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¹ Banking, financial services, and insurance

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Analytics BPS – overview

Company profile: XXX

Key leaders

- XXX, YYY

Headquarters: xxx

Website: <http://www.companyabc.com/>

Analytics BPS	2013	2014	2015 H1 ¹
Revenue (US\$ million)	xxx	xxx	xxx
Number of FTEs	xxx	xxx	xxx
Number of clients	xxx	xxx	xxx

Recent acquisitions and partnerships

2015: XXX
2013: XXX
2013: XXX

Suite of services

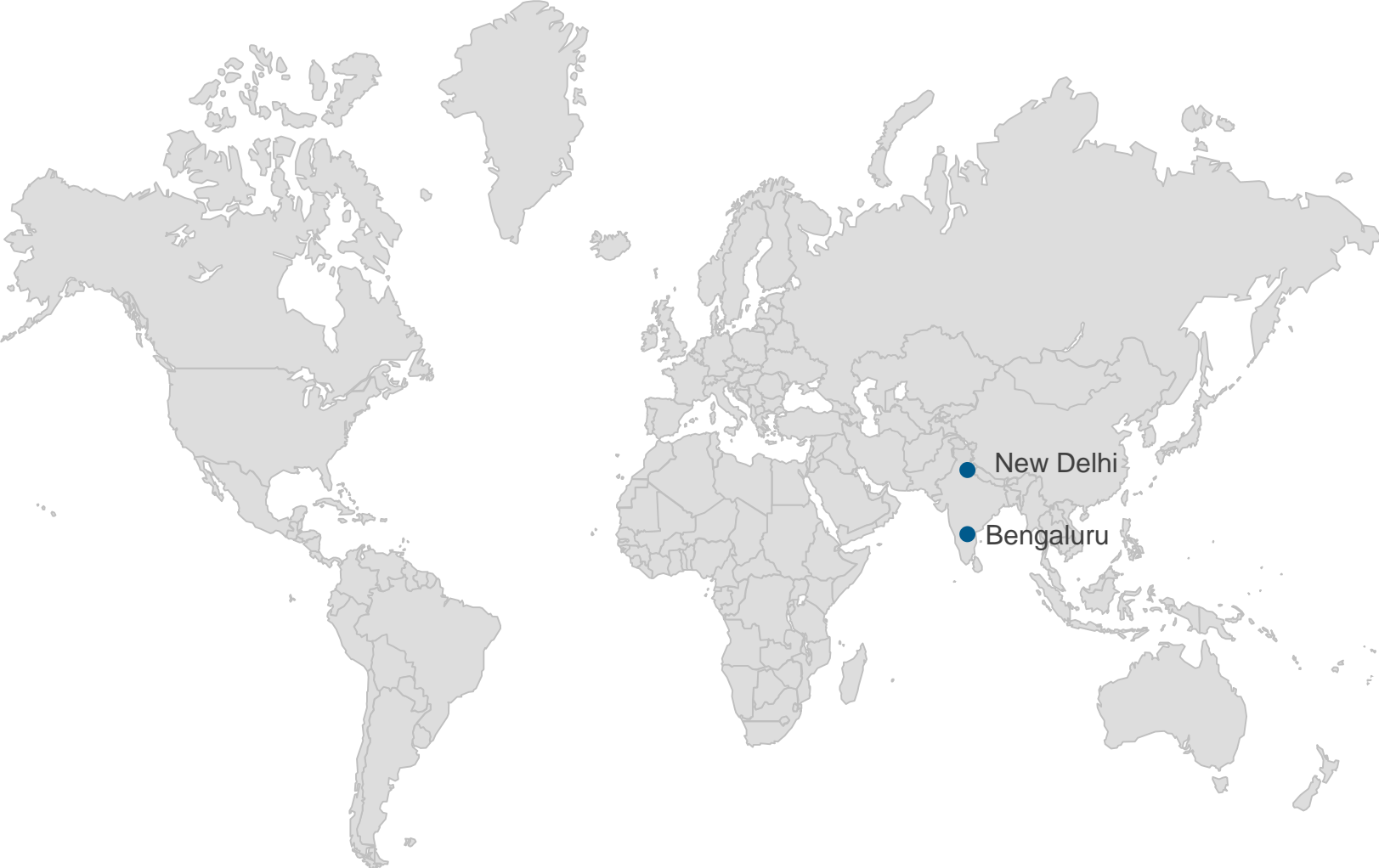
- XXXX
- XXXX
- XXXX
- XXXX

Recent developments

2015: XXXX
XXXX
XXXX
XXXX

¹ Data for 2015 up to June 30, 2015
Source: Everest Group (2016)

Analytics BPS – key delivery locations



Source: Everest Group (2016)

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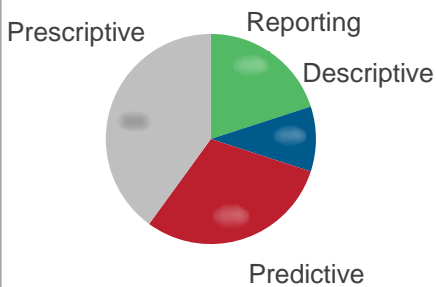
Analytics BPS – capabilities and key clients

Key analytics BPS engagements

Client name	Services	Region	Client since
XXX	Reporting/descriptive/predictive	Global	20XX
XXX	Reporting/descriptive/predictive	Global	20XX
XXX	Reporting/descriptive/predictive	Global	20XX
XXX	Reporting/descriptive/predictive	North America	20XX

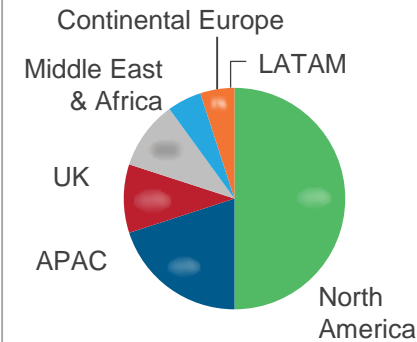
Analytics BPS FTE mix by segment

Number of FTEs



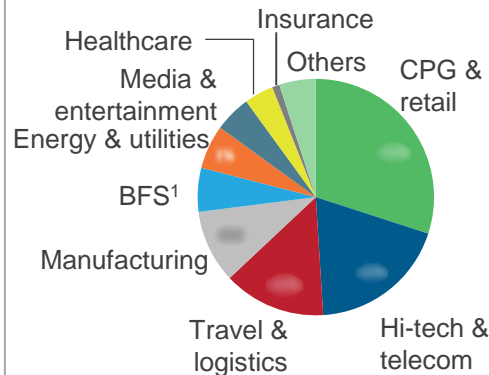
Analytics BPS revenue mix by geography

Revenue in US\$ million



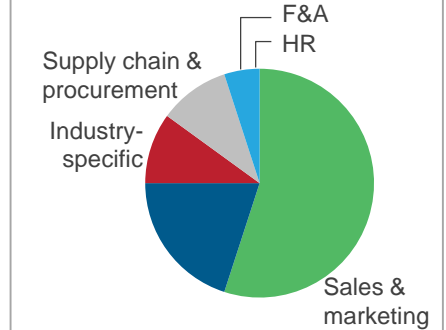
Analytics BPS revenue mix by industry

Revenue in US\$ million



Analytics BPS revenue mix by functional focus

Revenue in US\$ million



¹ Banking and financial services
Source: Everest Group (2016)

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Analytics BPS – key technology solutions/tools








Solution name	Processes served	Description
XX	Reporting and dashboarding	XXX
XX	Predictive and prescriptive	XXX
XX	Predictive	XXX

Source: Everest Group (2016)

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Everest Group assessment

Measure of capability:  Best-in-class  Not matured  Leaders  Major Contenders  Aspirants

Delivery capability						Market success
Scale	Scope	Technology and innovation	Delivery footprint	Buyer satisfaction	Overall	
						

Strengths

- Though ABC experienced limited translation of its potential into market success, it has strengthened its capabilities in analytics BPS
- It is a specialist in analytics and has a very focused approach. Most of its business comes from manufacturing and CPG & retail. This focus is the foundation stone for establishing itself as an expert in these industries
- It has very good coverage of processes ranging from reporting and descriptive to predictive and prescriptive analytics. High focus on developing its capabilities around advanced analytics is the key differentiator

Areas of improvement

- It needs to leverage its strengthening expertise in manufacturing and CPG & retail beyond the North American market and should explore other potential geographies
- Being a specialist puts it in direct competition with some of the other specialists who have more evolved technology-led offerings in their arsenal. It needs to develop more number of proprietary tools and solutions to gain traction
- Developments around machine learning and IoT are paving the way for cutting edge analytics. It needs to develop capability in these areas to gain prominence in this rapidly evolving market

Source: Everest Group (2016)

Additional analytics-focused research references

The following documents are recommended for additional insight on 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. **Analytics Business Process Services (BPS) – Analytics Goes Mainstream – Scope Expands Beyond Traditional Clients and Offerings** ([EGR-2016-10-R-1721](#)); 2016. This report provides comprehensive coverage of the global Analytics BPS market including detailed analysis of market size and growth, buyer adoption trends, key emerging themes, technology in analytics, and solution characteristics, and service provider landscape
2. **Analytics Business Process Services (BPS) – Service Provider Landscape with PEAK Matrix™ Assessment 2016** ([EGR-2013-3-R-0930](#)); 2016. This report focuses on service provider positioning in the Analytics BPS market, changing market dynamics and emerging service provider trends, and assessment of service provider delivery capabilities
3. **Analytics in Banking – War is Ninety Percent Information** ([EGR-2013-11-R-0888](#)); 2013. This report provides a comprehensive understanding of the analytics services industry with focus on banking domain. Analytics adoption in the banking industry is covered in depth, exploring various aspects such as market size, key drivers, recent analytics initiatives, and challenges. The report also analyses the trends in analytics deals for various banking subverticals (cards, retail, commercial, and lending) and evaluates analytics capabilities of 20+ service providers in the banking space

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About Everest Group

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