



Procurement Outsourcing (PO) – Service Provider Profiles Compendium 2017

Procurement Outsourcing
Market Report – September 2017: Complimentary Abstract / Table of Contents

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

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▶ Procurement

▶ Recruitment & Talent Acquisition

▶ 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)
 - **Procurement Outsourcing (PO)**
- 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**

* Banking, financial services, and insurance



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Everest Group's PO research is based on various sources of proprietary information

1

- Everest Group's proprietary database of **1,500 PO contracts** (updated annually)
- The database tracks the following elements of each multi-process PO contract:
 - Buyer details including industry, size, and signing region
 - Contract details including Total Contract Value (TCV), Annualized Contract Value (ACV), term, start date, managed spend, and pricing structure
 - Scope including coverage of buyer geography, process, and category
 - Technology including core procurement technology, service provider's add-on tools (if any), ownership, and maintenance
 - Global sourcing including delivery locations and level of offshoring

2

- Everest Group's proprietary database of **operational capability of 15+ PO service providers** (updated annually)
- The database tracks the following capability elements for each service provider:
 - Key leaders
 - Major PO clients and recent wins
 - Overall revenue, total managed spend, and PO employees
 - Recent PO-related developments
 - PO revenue-split by geography, industry, and client size
 - PO delivery locations
 - PO service suite
 - Quality certifications
 - Procurement-related technological capabilities

3

- **Ongoing buyer surveys and interactions**
 - Everest Group's **executive interviews and data collected** from **various buyers**
 - The data contains detailed buyer perspective about PO contracts, specifically on:
 - ◆ Drivers for adopting PO and assessment of service provider performance
 - ◆ The level of buyer satisfaction and the underlying reasons

Service providers covered in the analysis



TATA CONSULTANCY SERVICES



Note: Assessment for Conduent excludes service provider inputs on this particular study and is based on Everest Group's estimates, which leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of Conduent's public disclosures, and interaction with buyers

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PO service capabilities

Key PO leaders

- XX
- XX

PO service suite

XXXX

Category expertise

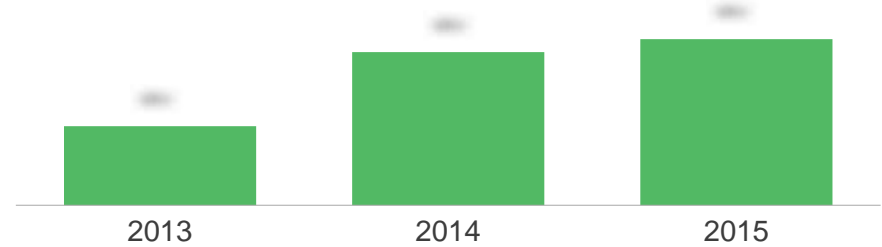
XXXX

Spend managed for external clients

XXXX

Scale of operations

Number of PO FTEs¹ over time



FTE mix by process scope

>500 FTEs 100-500 FTEs <100 FTEs

Source-to-Contract (S2C)

Procure-to-Pay (P2P)

Key PO-related developments

- XX
- XX
- XX
- XX
- XX
- XX

¹ Does not include accounts payable and SCM FTEs

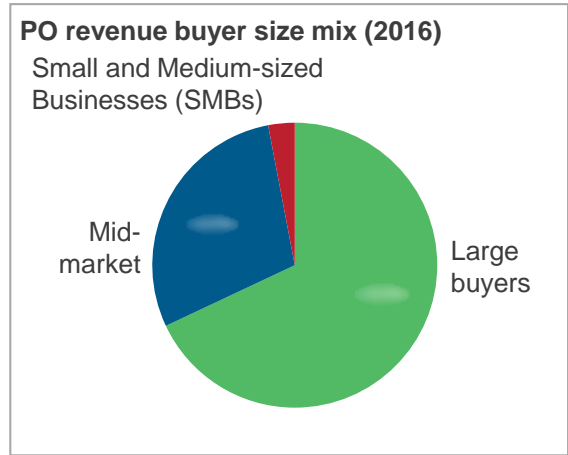
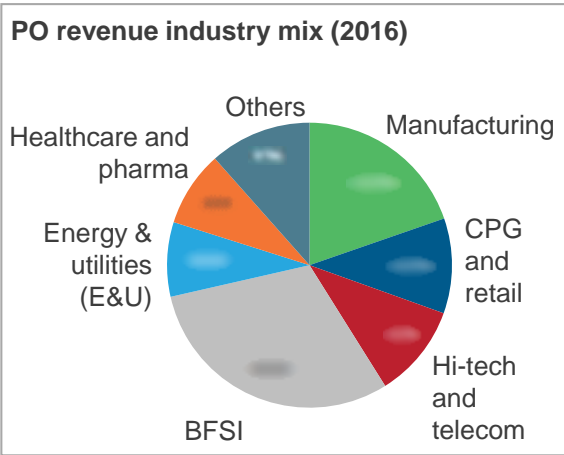
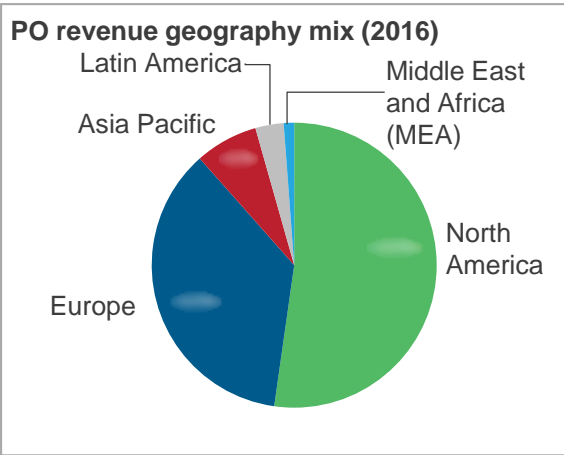
Source: Everest Group (2017)

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PO client portfolio

Major PO clients			
Client Logo 1	Client Logo 2	Client Logo 3	Client Logo 4

Time of signing	Client	Contract details
December 2015	Client 1	x-year contract with XYZ
December 2015	Client 2	x-year contract with XYZ
December 2015	Client 3	x-year contract with XYZ



Note: Based on contractual information as of 2016
 Source: Everest Group (2017)

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PO delivery locations



Source: Everest Group (2017)

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PO technology solutions

	XX	XX	XX
Solution description	<ul style="list-style-type: none">• XX	<ul style="list-style-type: none">• XX	<ul style="list-style-type: none">• XX
Process scope	<ul style="list-style-type: none">• XX	<ul style="list-style-type: none">• XX	<ul style="list-style-type: none">• XX
Technology leveraged	<ul style="list-style-type: none">• XX	<ul style="list-style-type: none">• XX	<ul style="list-style-type: none">• XX
Delivery model & pricing	<ul style="list-style-type: none">• XX	<ul style="list-style-type: none">• XX	<ul style="list-style-type: none">• XX

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Everest Group Assessment

Measure of capability: Best-in-class Very high High Medium high Medium Medium low Low Not mature

Delivery capability ¹						Market success ¹
Scale	Scope	Technology and innovation	Delivery footprint	Buyer satisfaction	Overall	

Strengths	Areas of improvement
<ul style="list-style-type: none"> • XX • XX • XX • XX • XX 	<ul style="list-style-type: none"> • XX • XX • XX • XX • XX

¹ Based on contractual and operational information as of 2016
 Source: Everest Group (2017)

PO research calendar

Published
 Planned
 Current release

Flagship PO reports

Release date

SCM Service Provider Landscape with PEAK Matrix™ Assessment 2017	March 2017
Analytics Business Process Services (BPS) – Service Provider Landscape with PEAK Matrix™ Assessment 2017	May 2017
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 toward Digital Transformation	July 2017
Procurement Outsourcing (PO) – Service Provider Profiles Compendium – 2017	September 2017
SCM Service Provider Landscape with PEAK Matrix™ Assessment	Q4 2017

Thematic PO reports

Release date

Category Management Outsourcing: The Bridge to Strategic Procurement	December 2015
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
Cognitive Procurement in PO	Q3 2017

Note: For a list of all PO reports published by us, please refer to [website here](#)

Additional PO research references

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

- 1. Procurement Outsourcing (PO) – Service Provider Landscape with PEAK Matrix™ Assessment 2017** ([EGR-2017-1-R-2218](#)); 2017. 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. Procurement Outsourcing (PO) – Annual Report 2017: Leap towards digital transformation** ([EGR-2017-1-R-2245](#)); 2017. This report will assist key stakeholders (buyers, service providers, and technology providers) understand the changing dynamics of the PO market and help them identify the trends and outlook for 2016-2017. In this backdrop, this report provides comprehensive coverage of the global PO market including detailed analysis of market size and growth, PO value proposition, solution characteristics, buyer adoption trends, and service provider landscape
- 3. Procurement Outsourcing (PO) – Viewpoint – Procurement Analytics 3.0** ([EGR-2017-2-V-1868](#)); 2016. This report examines the ever-changing dynamics in the PO market, with the focus shifting to improved business outcomes achieved by leveraging powerful tools such as analytics. The report further discusses the evolution, application, and the future of analytics in area of procurement along with the factors facilitating its operationalization in this field

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About Everest Group

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.

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