



# **Analytics Business Process Services (BPS) – Service Provider Compendium 2017**

Business Process Services (BPS)

Market Report – August 2017: Complimentary Abstract / Table of Contents

# Our research offerings for global services

## ▶ Market Vista™

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

## ▶ Application Services

## ▶ BPS | Banking Financial Services

## ▶ BPS | Healthcare & Life Sciences

## ▶ BPS | Insurance

## ▶ Catalyst™

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## ▶ Human Resources

## ▶ ITS | BFSI\*

## ▶ ITS | Healthcare & Life Sciences

## ▶ IT Services Forecaster™

## ▶ Locations Insider™

## ▶ PricePoint™

## ▶ 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

- This report is included in the following subscription(s)
  - **BFS BPS, HLS BPS, F&A, HRO, Insurance BPS, PO, RTA**
- In addition to published research, a subscription may include analyst inquiry, data cuts, and other services
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\* Banking, financial services, and insurance



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# Table of contents (page 1 of 2)

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Topic	Page no.
<b>Section I: Analytics BPS service provider landscape snapshot</b>	<b>7</b>
• PEAK Matrix for Analytics BPS	8
• Service provider assessment	9
– Leaders	9
– Major Contenders	10
– Aspirants	11
<b>Section II: Service provider profiles</b>	<b>12</b>
• Accenture	13
• Aegis	18
• Bridgei2i	23
• Capgemini	28
• Cognizant	33
• EXL	38
• Fractal Analytics	43
• Genpact	48
• IBM	53
• Infosys	58
• Mu Sigma	63

# Table of contents (page 2 of 2)

---

Topic	Page no.
<b>Section II: Service provider profiles (continued)</b>	
• NTT Data .....	68
• TCS .....	73
• Tech Mahindra .....	78
• Wipro .....	83
• WNS .....	88
<b>Appendix</b> .....	<b>93</b>
• Glossary of key terms .....	94
• References .....	95

## Overview

**Company profile:** xxx.

**Key leaders**

- xxx, yyy

**Headquarters:** xxx

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

Analytics BPS	2014	2015	2016 H1 <sup>1</sup>
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**

- xxx
- xxx
- xxx
- xxx

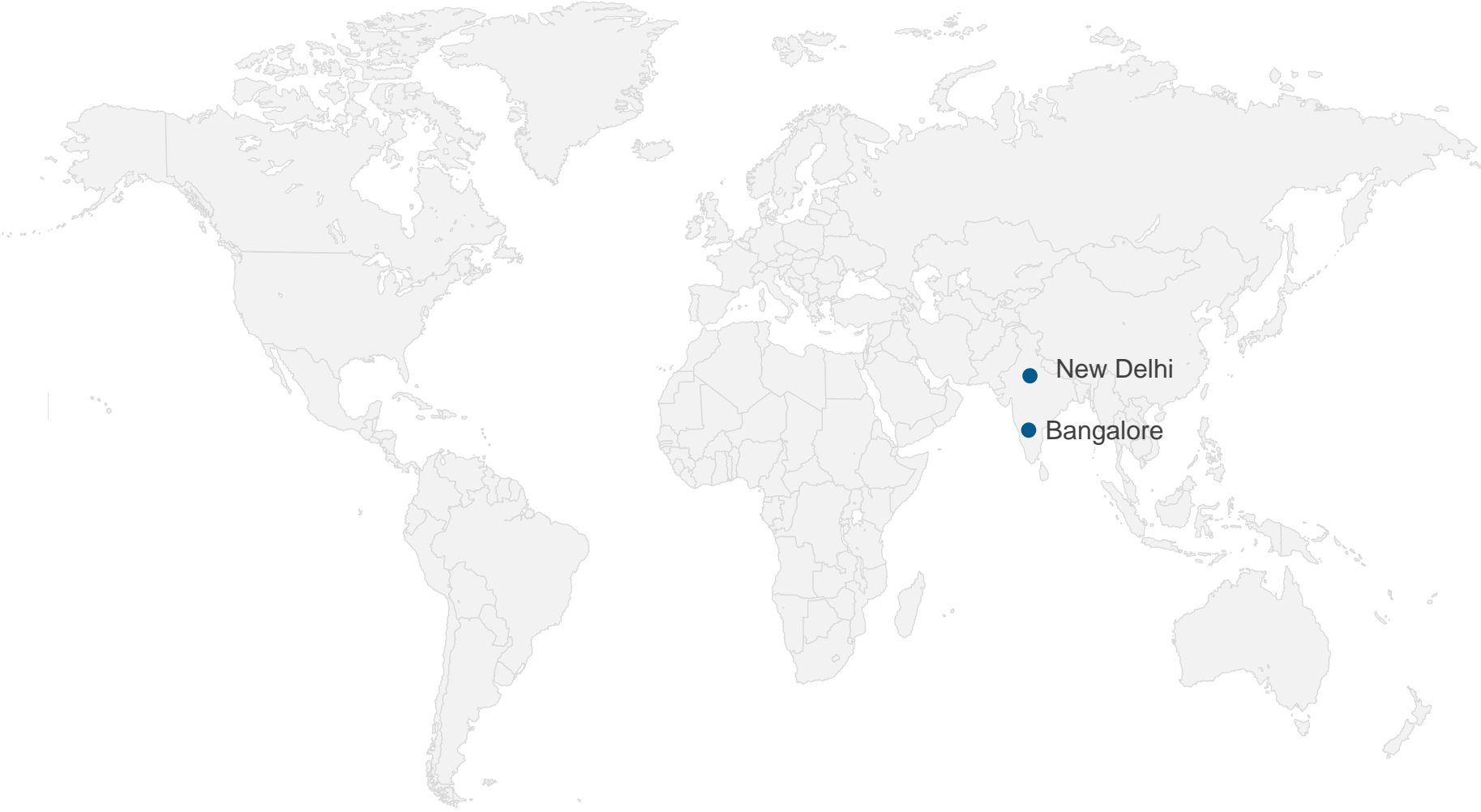
**Recent developments**

**2015:** xx

<sup>1</sup> Data for 2016 up to June 30, 2016  
Source: Everest Group (2017)

# Key delivery locations

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Source: Everest Group (2017)

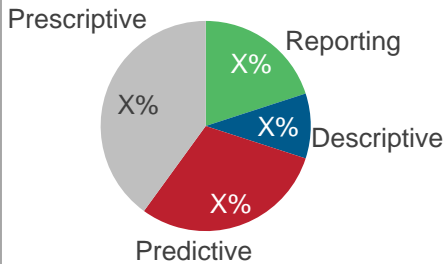
## Capabilities and key clients

### Key analytics BPS engagements

Client name	Services	Region	Client since
XXX	Reporting/descriptive/predictive	North America	20xx
XXX	Reporting/descriptive/predictive	Europe	20xx
XXX	Reporting/descriptive/predictive	North America	20xx

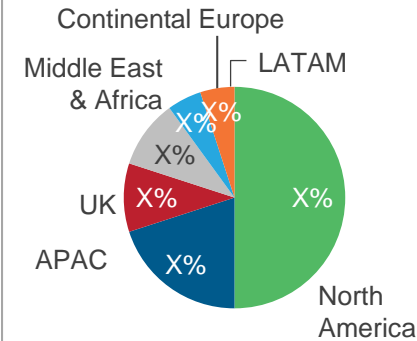
### Analytics BPS FTE mix by segment

Number of FTEs



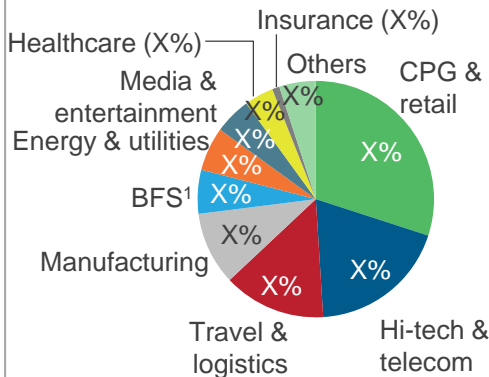
### Analytics BPS revenue mix by geography

Revenue in US\$ million



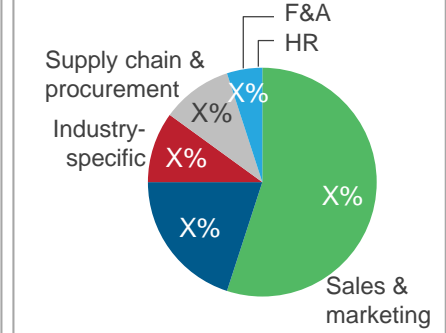
### Analytics BPS revenue mix by industry

Revenue in US\$ million



### Analytics BPS revenue mix by functional focus

Revenue in US\$ million



<sup>1</sup> Banking and financial services  
Source: Everest Group (2017)

# Key technology solutions/tools

NOT EXHAUSTIVE








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

Source: Everest Group (2017)



## Everest Group assessment – Major Contender

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

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 (2017)

# 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 or complementary content that may be of interest

1. **Analytics Business Process Services (BPS) – Analytics Disrupting Traditional Decision-Making for Businesses – The Quest for More Continues** ([EGR-2017-10-R-2264](#)); 2017. 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, solution characteristics, and service provider landscape
2. **Analytics Business Process Services (BPS) – Service Provider Landscape with PEAK Matrix™ Assessment 2017** ([EGR-2017-10-R-2156](#)); 2017. This report provides insights into the global analytics business process services market and examines the service provider landscape and its impact on the market. It focuses on service providers' position & growth in the market, changing market dynamics & emerging service provider trends, and assessment of service provider delivery capabilities
3. **Analytics Business Process Services (BPS) – Service Provider Compendium 2016** ([EGR-2016-10-R-1806](#)); 2016. The Analytics BPS service provider compendium provides accurate, comprehensive, and fact-based snapshots of 16 service providers in the Analytics BPS market. The study provides a detailed five-page profile of each Analytics BPS service provider assessed, which captures a comprehensive picture of their scale of operations, recent developments & investments, technology solutions, and delivery locations

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## About Everest Group

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