Analytics Business Process Services (BPS) – Service Provider Compendium 2018

Business Process Services (BPS)
Market Report – July 2018: 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	▶ Human Resources
▶ BPS | Banking & Financial Services	▶ ITS | Banking & Financial Services
▶ BPS | Healthcare & Life Sciences	▶ ITS | Healthcare & Life Sciences
▶ BPS | Insurance	▶ ITS | Insurance
▶ Catalyst™	▶ IT Services Forecaster™
▶ Cloud & Infrastructure	▶ Locations Insider™
▶ Customer Experience Management Services	▶ PricePoint™
▶ Digital Services	▶ Procurement
▶ Engineering Services	▶ Recruitment & Talent Acquisition
▶ Finance & Accounting	▶ Service Optimization Technologies

Membership information

- This report is included in the following research program(s)
  - BFS BPS, HLS BPS, CXM, FAO, HRO, Insurance BPS, PO, RTA
- **If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at info@everestgrp.com, unitedkingdom@everestgrp.com, or india@everestgrp.com**

More about membership

In addition to a suite of published research, a membership may include

- Price book
- Pinnacle Accelerators
- Data cuts
- Analyst access
- Virtual Roundtables
- Workshops

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
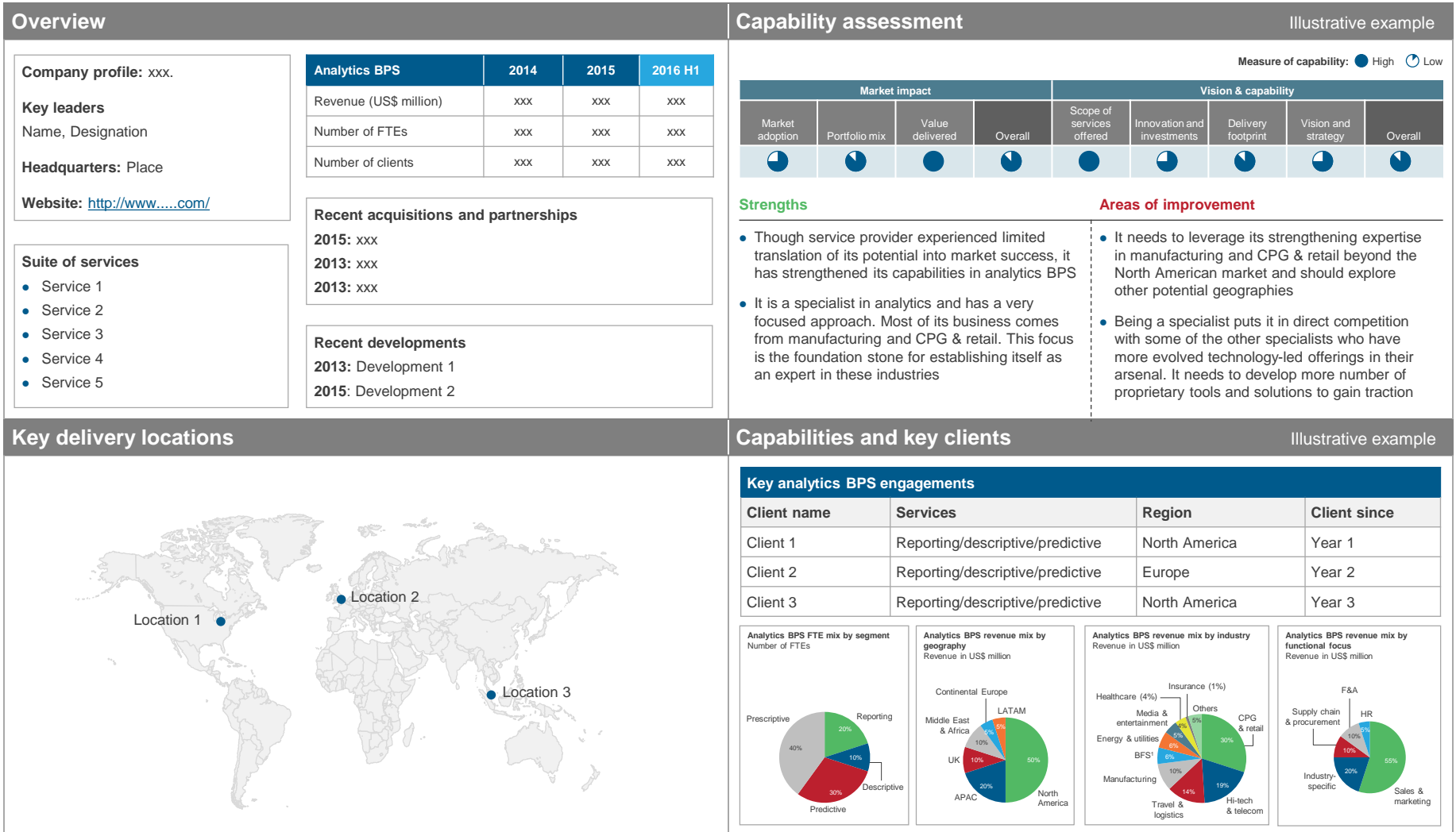
Table of contents

Table of contents (page 2 of 2)

Topic	Page no.

This study offers five distinct chapters providing a deep dive into key aspects of Analytics BPS market; below are four charts to illustrate the depth of the report

Overview

Company profile: xxx.

Key leaders
Name, Designation

Headquarters: Place

Website: http://www.....com/

Suite of services
- Service 1
- Service 2
- Service 3
- Service 4
- Service 5

Analytics BPS	2014	2015	2016 H1
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

Recent developments
2013: Development 1
2015: Development 2

Capability assessment — Illustrative example

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
- Though service provider 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

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

Key delivery locations

Location 1
Location 2
Location 3

Capabilities and key clients — Illustrative example

Key analytics BPS engagements

Client name	Services	Region	Client since
Client 1	Reporting/descriptive/predictive	North America	Year 1
Client 2	Reporting/descriptive/predictive	Europe	Year 2
Client 3	Reporting/descriptive/predictive	North America	Year 3

Analytics BPS FTE mix by segment
Number of FTEs
- Prescriptive 40%
- Reporting 20%
- Descriptive 10%
- Predictive 30%

Analytics BPS revenue mix by geography
Revenue in US$ million
- Continental Europe
- LATAM 5%
- Middle East & Africa 10%
- UK 10%
- APAC 20%
- North America 50%

Analytics BPS revenue mix by industry
Revenue in US$ million
- Healthcare (4%)
- Insurance (1%)
- Others 5%
- Media & entertainment 4%
- Energy & utilities 5%
- BFS[1] 6%
- Manufacturing 10%
- Travel & logistics 14%
- Hi-tech & telecom 19%
- CPG & retail 30%

Analytics BPS revenue mix by functional focus
Revenue in US$ million
- F&A 5%
- Supply chain & procurement 10%
- HR
- Industry-specific 20%
- Sales & marketing 55%

Everest Group®
RESEARCH

Research calendar – Analytics Business Process Services (BPS)

■ Published ■ Planned ⬚ Current release

Flagship analytics BPS reports	Release date
Analytics BPS – Service Provider Landscape with PEAK Matrix™ Assessment 2017	May 2017
Analytics BPS – Analytics Disrupting Traditional Decision-Making for Businesses – The Quest for More Continues	July 2017
Analytics Business Process Services (BPS) – Service Provider Compendium 2017	August 2017
Analytics Business Process Services (BPS) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018	May 2018
Analytics Business Process Services (BPS) – Service Provider Compendium 2018	**July 2018**

Thematic analytics BPS reports	
Social Media Analytics – Growth Engine for Next-Gen Customer Care	June 2015
HR Analytics in Europe: A Patchwork Landscape	September 2015
Analytics: All You Need to Know about the Hottest Topic of the Twenty-First Century	September 2015
Giving Talent Acquisition the "Analytics Nirvana" Edge	November 2016

Note: For a list of all of our BPS reports, please visit BPS on our reports portal

Everest Group®
RESEARCH

Additional BFS BPO 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. **Analytics Business Process Services (BPS) – Service Provider Landscape with PEAK Matrix™ Assessment 2018** (EGR- 2018-0-R-2593); 2018. This report provides insights into the global analytics BPS market and examines the service provider landscape and its impact on the market. It focuses on service provider positions & growth in the market, changing market dynamics & emerging service provider trends, and assessment of service provider delivery capabilities

2. **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 assists key stakeholders (buyers, service providers, and technology providers) to understand the dynamics of the analytics BPS market and helps them identify the trends and outlook for 2017-2018. In this backdrop, this report provides comprehensive coverage of the global analytics BPS market including detailed analysis of market size & growth, buyer adoption trends, analytics BPS value proposition & solution characteristics, and service provider landscape

3. **Analytics Business Process Services (BPS) – Service Provider Compendium 2017** (EGR-2017-10-R-2307); 2017. 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

4. **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, solution characteristics, and service provider landscape

For more information on this and other research published by Everest Group, please contact us:

Vishal Gupta, Practice Director: vishal.gupta@everestgrp.com

Sharang Sharma, Senior Analyst: sharang.sharma@everestgrp.com

BPS Team: bpsteam@everestgrp.com

Website: www.everestgrp.com | Phone: +1-214-451-3000 | Email: info@everestgrp.com

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.

Dallas (Headquarters)
info@everestgrp.com
+1-214-451-3000

Bangalore
india@everestgrp.com
+91 806-781-9999

Delhi
india@everestgrp.com
+91-124-496-1000

London
unitedkingdom@everestgrp.com
+44-207-129-1318

New York
info@everestgrp.com
+1-646-805-4000

Toronto
canada@everestgrp.com
+1-416-388-6765

Stay connected

Website

www.everestgrp.com

Social Media

@EverestGroup

@Everest Group

Blog

Sherpas In Blue Shirts

www.sherpasinblueshirts.com