



# **Procurement Outsourcing (PO) BPO – Service Provider Profile Compendium 2018**

Procurement Outsourcing (PO)

Market Report – May 2018: Complimentary Abstract / Table of Contents

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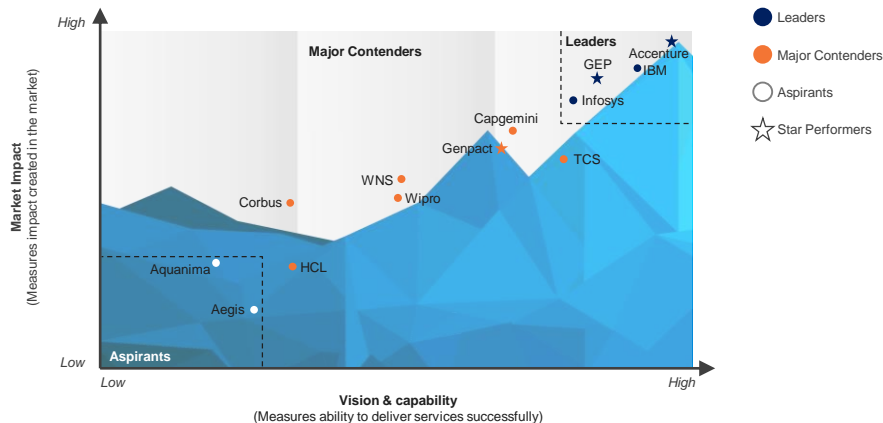
- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities,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

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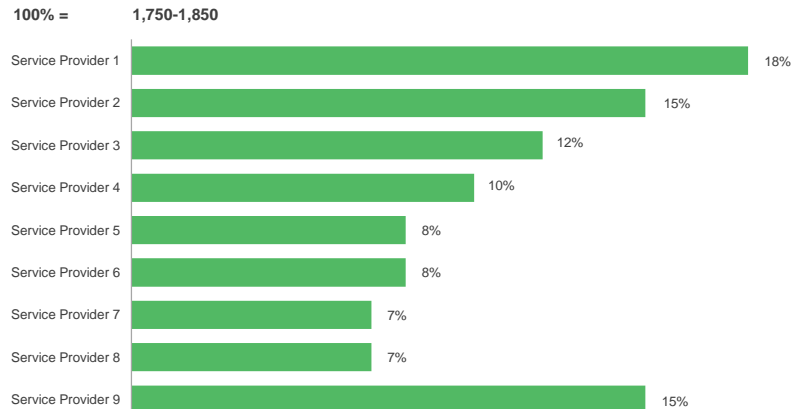
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# This study offers two distinct chapters providing a deep dive into key aspects of PO BPO market; below are four charts to illustrate the depth of the report

Everest Group Services PEAK Matrix™ for PO BPO



Market share by service provider



PO Service provider assessment

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

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

- XYZ has had a good run in P&C insurance in 2017 with addition of new accounts to its client base and double-digit revenue growth
- It has developed a substantial resource base in terms of FTEs employed and technology solutions, which qualifies it to provide large-scale and value-adding services to its clients
- It services clients across the buyer-size spectrum and P&C insurance service lines such as property, motor, and workers compensation, as well as across the P&C insurance value chain spanning product development to claims processing
- It has a wide array of point and comprehensive platforms as well as augmentation technology solutions that it employs in a majority of its contracts in order to digitally enhance its BPO delivery. It has a strong focus on leveraging RPA, cognitive, and analytics in its deliveries
- It is well-positioned to commit cost savings to its clients, given it has a considerable leverage of offshore resources in its delivery model

## Areas of improvement

- XYZ's focus largely remains on the North American P&C insurance market and it should aim to initiate traction into other favorable geographies such as the United Kingdom, Rest of Europe, and Asia Pacific, which will also place it as a global partner for service delivery
- Although it does service small-sized buyers, its customer portfolio is largely inclined toward large-sized buyers. XYZ should target a well-balanced portfolio in order to mitigate any possibility of concentration risk
- XYZ has a potential to expand into the non-core operations of its clients such as regulatory reporting and risk management, which have considerable demand given the regulatory dynamics
- In order to deliver judgment-intensive processes for its clients and cover the P&C insurance value chain in terms of depth as well, it needs to start expanding its onshore and nearshore delivery capabilities

Capability assessment

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

	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	●	●	●	●	●	●	●	●	●

# 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 .....	December 2017
PO BPO Service Provider Landscape with Services PEAK Matrix™ Assessment 2018 .....	March 2018
<b>Procurement Outsourcing (PO) BPO – Service Provider Profile Compendium 2018 .....</b>	<b>May 2018</b>
Supply Chain Management (SCM) BPO – Service Provider Profile Compendium 2018 .....	May 2018
Supply Chain Management (SCM) 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 .....	March 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 [PO](#) on our reports portal

# 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 on the topic or complementary content that may be of interest

1. **Procurement Outsourcing (PO) - Service Provider Landscape with Services PEAK Matrix™ Assessment 2018** ([EGR-2018-22-PP-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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