

Finance and Accounting Outsourcing (FAO) – Service Provider Profile Compendium 2019

Finance and Accounting Outsourcing (FAO)

Market Report – June 2019: Complimentary Abstract / Table of Contents

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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

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Overview and abbreviated summary of key messages

The Finance and Accounting Outsourcing (FAO) Service Provider Profile Compendium 2019 provides accurate, comprehensive, and fact-based snapshots of service providers in the multi-process FAO market. The study provides a detailed profile of each FAO service provider assessed, with a comprehensive picture of their service suite, scale of operations, recent developments & investments, technology solutions, and delivery locations. In addition, each profile captures the positioning of the service provider on the Everest Group PEAK Matrix with an insightful analysis of its capabilities.

Some of the findings in this report, among others, are:

2019 FAO PEAK Matrix and Star Performers

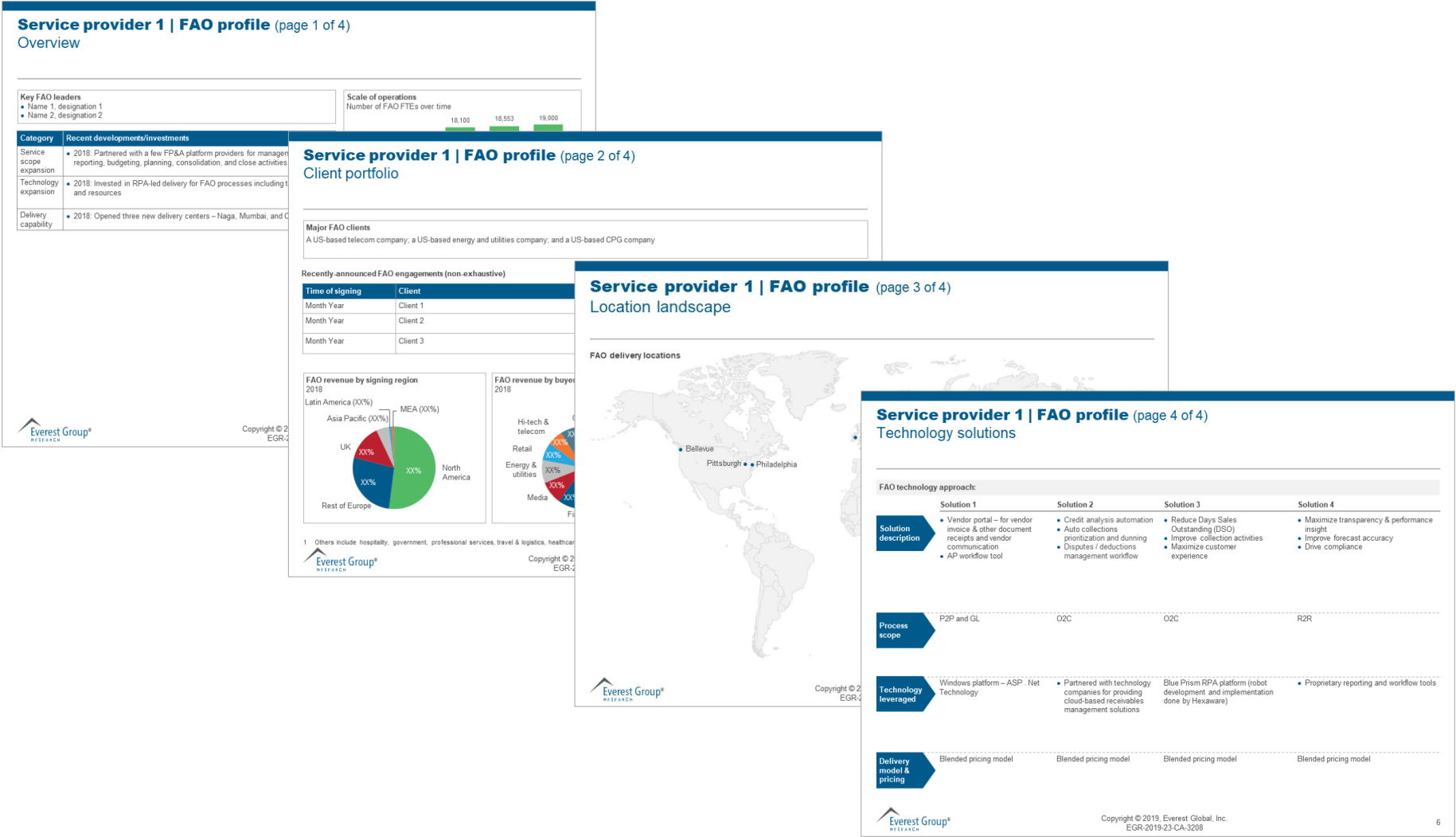
- Everest Group classified 24 FAO service providers on the Everest Group PEAK Matrix™ into the three categories of Leaders, Major Contenders, and Aspirants:
 - Leaders: Accenture, Capgemini, Genpact, IBM, Infosys, TCS, and Wipro
 - Major Contenders: Arvato, Cognizant, Concentrix, Conduent, DXC Technology, Exela Technologies, EXL, HCL, NTT Data, Sutherland Global Services, TMF Group, and WNS
 - Aspirants: Aegis, Datamatics, Hexaware, IQ BackOffice, and Quattrro
- Based on Year-on-Year (YOY) movement of different service providers on the PEAK Matrix, Everest Group identified six service providers as the “2019 FAO Market Star Performers” – Accenture, Datamatics, Genpact, Infosys, TCS, and WNS

24 Service Provider Profiles

Each service provider profile provides the following FAO-specific details:

- **FAO service suite and scale of operations:** Includes key leaders, service suite, FTEs, and recent developments
- **FAO client portfolio:** Includes major clients and recently announced contracts, revenue split by geography, industry, and buyer size
- **Global FAO delivery locations:** Includes detail of key FAO delivery locations across the world
- **FAO technology solutions:** Includes prevalence of different technology approaches and the profiles of key technology solutions
- **Detailed assessment of FAO capabilities:** Includes market impact and vision and capability assessment as well as remarks on service provider’s key strengths and areas of improvement

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



Research calendar – Finance and Accounting Outsourcing (FAO)

■ Published ■ Planned ▨ Current release

Flagship FAO reports

Release date

Finance and Accounting Outsourcing (FAO) Annual Report – 2018: Reimagining Finance through Technology	December 2017
F&A DAS – Service Provider Landscape with Solutions PEAK Matrix™ Assessment 2018	August 2018
Finance and Accounting Outsourcing (FAO) – Service Provider Landscape with PEAK Matrix™ Assessment 2019	June 2019
Finance and Accounting Outsourcing (FAO) Service Provider Compendium 2019	June 2019
Finance and Accounting Outsourcing (FAO) Annual Report 2019	Q3 2019
F&A DCP Service Provider Landscape with PEAK Matrix Assessment	Q4 2019

Thematic FAO reports

F&A BPaaS: A Game Changer for SMB and Mid-market Companies	April 2018
Are Buyer Expectations Outpacing Provider Capabilities	May 2018
Your Complete Guide to Accounts Payable Transformation	February 2019
Digital Orchestration, Not Just Automation, is the Key to Success	March 2019
Blockchain in F&A	Q3 2019
Finance and Accounting Outsourcing (FAO) Buyer Report 2019	Q3 2019
Fulfilling the Promise of RPA in Finance & Accounting – A Reality Check	Q3 2019
Looking Beyond Order Management – The Emergence of Perfect Order	Q3 2019

Note: For a list of all of our published FAO reports, please refer to our [website page](#)

Additional FAO 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. Finance and Accounting Outsourcing (FAO) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019** ([EGR-2019-23-R-3110](#)); 2019. This report examines the dynamics of the 2018 global FAO service provider landscape and its impact on the FAO market. Based on the comprehensive Everest Group PEAK Matrix, each of the 24 FAO service providers are segmented into Leaders, Major Contenders, and Aspirants. The report also provides key insights into service provider position & growth in the market, changing market dynamics, and assessment of service provider delivery capabilities. It will assist key stakeholders (service providers, buyers, and technology vendors) understand the current state of the FAO service provider landscape.
- 2. Finance and Accounting Digital Augmentation Suite (F&A DAS) – Service Provider Landscape with Solutions PEAK Matrix™ Assessment 2018** ([EGR-2018-23-R-2744](#)); 2018. This report examines the next-generation digital capabilities of FAO service providers, their ability to integrate different technology levers, and their impact on F&A processes. Based on the comprehensive Everest Group PEAK Matrix™ assessment, each of the 19 FAO service providers are segmented into Leaders, Major Contenders, and Aspirants. The report also provides key insights into service provider position & market success, as well as an assessment of service provider digital capabilities. It will assist key stakeholders (service providers, buyers, and technology vendors) to understand the current state of the digital capabilities of FAO service providers.
- 3. Finance & Accounting Outsourcing (FAO) – Are Buyer Expectations Outpacing Provider Capabilities?** ([EGR-2018-23-R-2639](#)); 2018. This report examines the evolving expectations of FAO buyers from service providers and providers' efforts and investments in meeting those expectations. It also provides insights into key factors driving FAO adoption among buyers, in addition to providing an overview of buyers' perception of the aggregate service provider performance. With the FAO industry shifting from arbitrage-first to the digital-first model and increased focus on driving business outcomes, enterprises are looking for innovative and digitally-oriented offerings from their providers

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