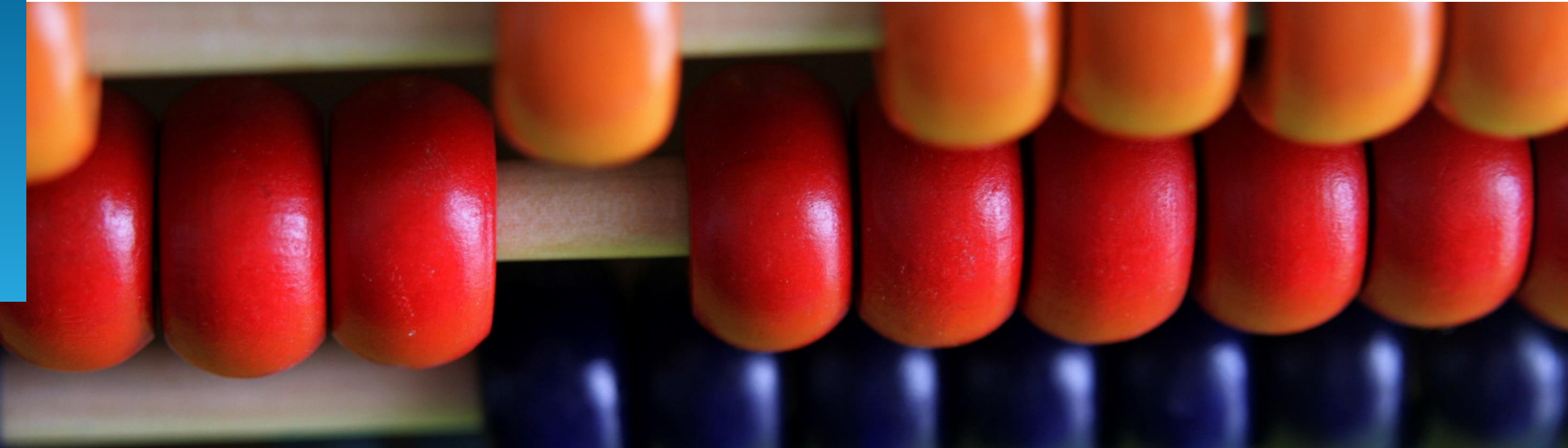


Finance and Accounting Outsourcing (FAO) – Service Provider Compendium 2021

October 2020: 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	▶ Finance & Accounting
▶ BPS Banking & Financial Services	▶ Human Resources
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▶ Digital Services	▶ Procurement
▶ Engineering Services	▶ Recruitment Process Outsourcing
▶ Enterprise Platform Services	▶ Service Optimization Technologies

Membership information

- This report is included in the following research program(s)
 - [Finance & Accounting Outsourcing \(FAO\)](#)
- 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

More about membership

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

- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model® reports
- PriceBook
- 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

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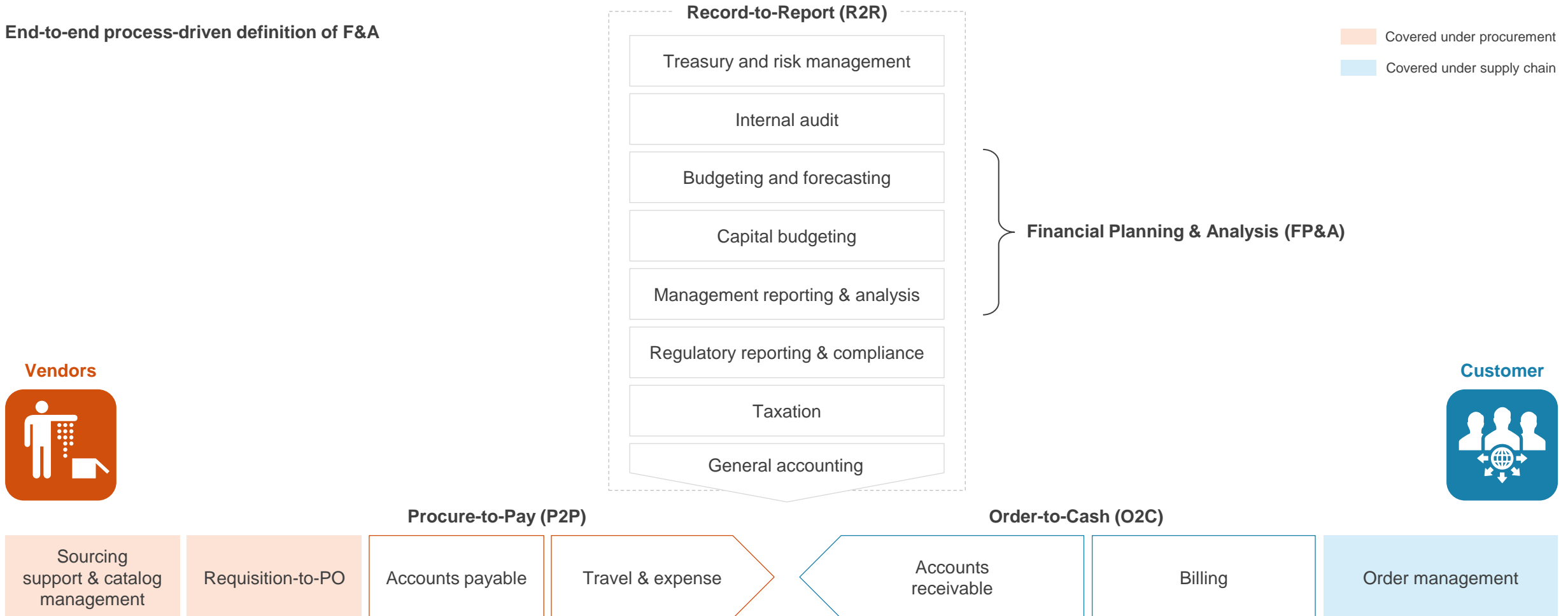
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Everest Group FAO process map (page 1 of 2)

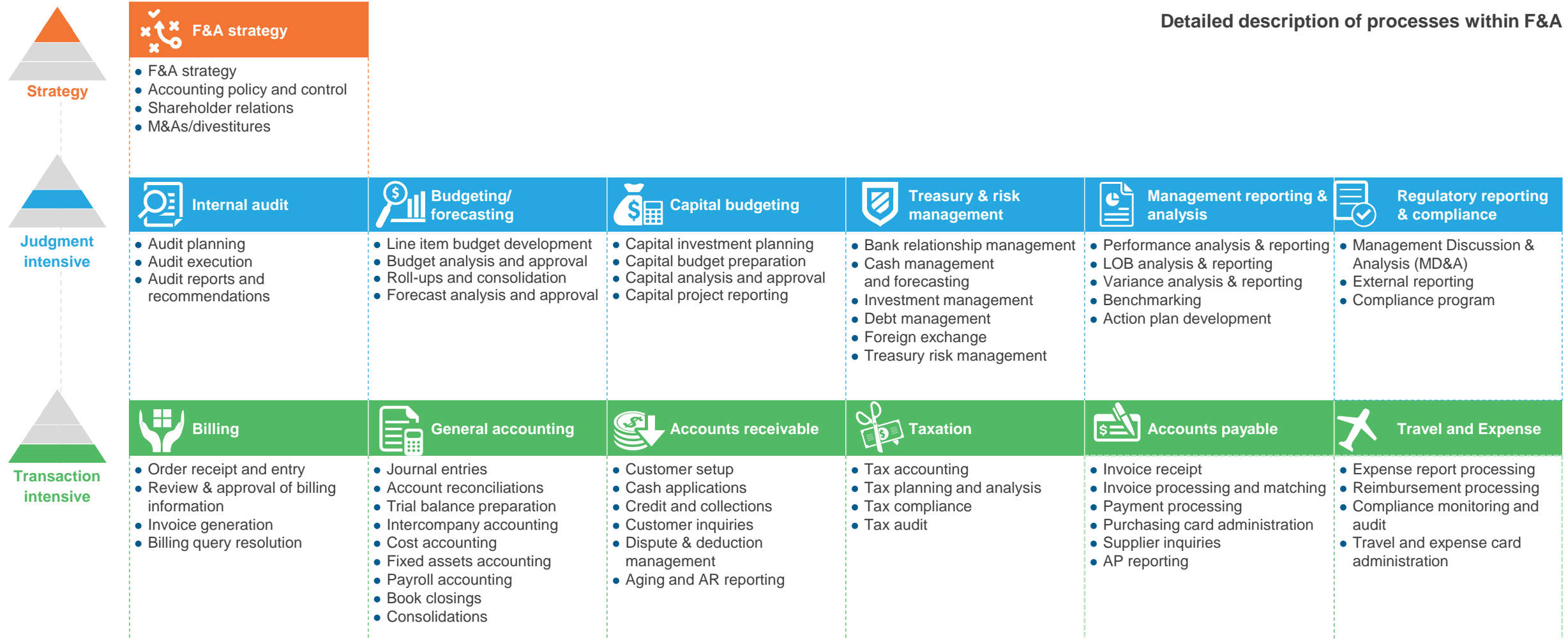
Everest Group’s research is guided by a framework that clearly distinguishes F&A from supply chain and procurement processes

End-to-end process-driven definition of F&A



Everest Group FAO process map (page 2 of 2)

These processes can be further segmented based on their primary nature – transactional vs. judgment-intensive



Background and methodology of the research

The global multi-process FAO market continued to grow at a steady rate of 8-10% in 2019. However, the market is currently witnessing short-term disruption due to COVID-19. While on one hand, the pandemic has negatively impacted contract renewals, new large-scale initiatives, and transaction volumes, on the other, increasing demand for immediate cost takeout / cash unlock, digitization, etc., is accelerating new digital initiatives and driving growth in FAO.

In 2019, large-scale transformation deals, increasing number of first-time outsourcers (especially in the SMB and mid-market segment), and increasing demand for next-generation technology and high-end F&A work from mature outsourcers continued to drive market growth. The demand for FAO services remained strong in the traditional markets of North America and Europe, while the emerging Asia Pacific (APAC) and Latin American (LATAM) geographies exhibited strong growth. Some of the key means by which providers are differentiating themselves are offering end-to-end transformative solutions, combined with domain and industry expertise, design thinking approach, transformation frameworks, and next-generation innovative offerings leveraging automation and analytics. The purpose of this research is to understand and assess FAO service providers based on their vision & capabilities and impact on the FAO market, and position them on the Everest Group Performance | Experience | Ability | Knowledge (PEAK) Matrix®.

This report features 25 FAO service provider profiles, each of which includes:

- Relative positioning of 25 service provider on FAO Services PEAK Matrix®
- Service provider capability assessment across key dimensions
- Service provider comments

Scope of this report:



Geography
Global



Service providers

This research covers the following 25 FAO service providers with multi-process capability: Accenture, Capgemini, Cognizant, Concentrix, Conduent, Datamatics, DXC Technology, Exela Technologies, EXL, Genpact, HCL, Hexaware, IBM, Infosys, IQ BackOffice, NTT DATA, Quattro, Startek, Sutherland Global Services, TCS, Tech Mahindra, Teleperformance, TMF Group, Wipro, and WNS.



Services

Finance and Accounting Outsourcing (FAO)

The study provides detailed view of 25 FAO service providers offerings & capabilities as well as key strengths & areas of improvement | Snapshots to illustrate the depth of report

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SP | FAO profile (page 1 of 4)

Overview

Key FAO leaders

- XXX, Chief Executive Officer
- XXX, Chief Financial Officer
- XXX, Chief Operating Officer
- XXX, Group Chief Executive

Category	Recent developments/investments
Service scope expansion	<ul style="list-style-type: none"> • 2019: Established a new nearshore center in Mexico • 2019: Invested in AI to extend messaging capabilities • 2018: Expanded operations in California, the United States • 2018: Hired agents for contact center positions for management and support p
Technology expansion	<ul style="list-style-type: none"> • 2019: Established a new nearshore center in Mexico • 2019: Invested in AI to extend messaging capabilities • 2018: Expanded operations in California, the United States • 2018: Hired agents for contact center positions for management and support p
Delivery capability expansion	<ul style="list-style-type: none"> • 2019: Established a new nearshore center in Mexico • 2019: Invested in AI to extend messaging capabilities • 2018: Expanded operations in California, the United States • 2018: Hired agents for contact center positions for management and support p

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SP | FAO profile (page 2 of 4)

Client portfolio

Scale of operations

Major FAO clients: ABC, XYZ, EFG, and LMN

Recently-announced FAO engagements (non-exhaustive)	
Time of signing	Client
2019	ABC
2019	ABC
2019	ABC
2019	ABC

FAO revenue by contract signing region 2019

FAO revenue 2019

Healthcare & p

Manufac

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SP | FAO profile (page 3 of 4)

Location landscape

FAO delivery locations

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SP | FAO profile (page 4 of 4)

Technology solutions

FAO technology approach: Integrates proprietary and enabling technologies from partner ecosystem across digitization, automation, workflow, and engagement layers.

Analytics

Solution description

- Advance analytics-based solutions including voice and text analytics module to enhance customer experience and to optimize contact center inbound and outbound process
- Designed and deployed by procurement experts for procurement professionals and users across the enterprise
- Unified system means no break or separation between procurement and purchasing, ensuring native flow of value from sourcing to the operating business

Process scope

- Complete S2P functionality in a single unified platform, accessible across all devices
- Provides complete coverage for all spend categories including direct, indirect, and services

Technology leveraged

- Developed exclusively in-house
- Built with a data-centric and data lake architecture
- Native to cloud, mobile, touch technologies, ensuring a cross-platform, and future-proof design
- Continuous improvement strategy

Delivery model and pricing

- Cloud-native for optimum security, scalability, and performance
- User-based subscription fees, bundled-in FTE pricing for support, and implementation fees

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Research calendar

Finance and Accounting Outsourcing (FAO)

■ Published
 ■ Planned
 ■ Current release

Flagship FAO reports

	Release date
Finance and Accounting Outsourcing (FAO) Service Provider Compendium 2019	June 2019
Finance and Accounting Outsourcing (FAO) Annual Report 2019	September 2019
F&A DCP Service Provider Landscape with PEAK Matrix® Assessment	December 2019
Finance and Accounting Outsourcing (FAO) – Service Provider Landscape with Services PEAK Matrix® Assessment 2020	September 2020
Finance and Accounting Outsourcing (FAO) – Service Provider Compendium 2021	October 2020
Finance and Accounting Outsourcing (FAO) State of the Market Report 2020	Q4 2020

Thematic FAO reports

	Release date
The Changing Priorities of Chief Financial Officers (CFOs) and Chief Procurement Officers (CPOs)	July 2019
Powering the Future of Finance Through Blockchain	November 2019
Impact of Recession on the Business Process Services (BPS) Industry	March 2020
Moving Beyond the Horizontal with Industry-specific F&A Solutions	August 2020
Impact of COVID-19 on the finance function	Q4 2020
Service provider and buyer archetypes in F&A	Q4 2020
Cash is King	Q1 2021
Evolution of transition, engagement, and governance models in BPS	Q1 2021

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



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