

# Procurement Outsourcing (PO) – Service Provider Landscape with Services PEAK Matrix® Assessment 2022

September 2022: Complimentary Abstract / Table of Contents



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## Background and scope of the research

PO service providers are increasingly moving toward becoming strategic partners for companies as they engage in more strategic areas across S2P and take greater ownership of processes in scope. PO engagements are focused on driving improved outcomes, rather than just running processes. Service providers continue to strengthen their domain expertise and digital capabilities to offer a wide range of solutions to address specific client requirements. Service providers are helping companies transform their procurement operations and drive the adoption of advanced digital technologies such as advanced analytics and intelligent automation by leveraging in-house capabilities, partnership ecosystems, and targeted investments. Many providers are also investing in developing capabilities and solutions in emerging areas such as Environment, Social, and Governance (ESG) initiatives, risk management, and direct spend management to better support their clients.

The PO provider landscape consists of a spectrum of providers including specialist providers, pure-play procurement and SCM-focused providers, broad-based BPS providers, and IT and BPS providers. In this research, we present an assessment of 21 PO service providers featured on the Procurement Outsourcing (PO) services PEAK Matrix®. The assessment is based on Everest Group’s annual RFI process for the calendar year 2022, interactions with leading procurement service providers, client reference checks, and ongoing analysis of the PO services market.

**In this research, we analyze the global PO service provider landscape and assess 21 PO service providers. We focus on:**

- Procurement Outsourcing (PO) services PEAK Matrix 2022
- Service provider capability assessment
- Observations and comments on individual service providers
- Enterprise sourcing considerations

### Scope of this report



**Geography**  
Global



**Industry**  
21



**Services**  
Procurement

## Overview and abbreviated summary of key messages

Everest Group PEAK Matrix® is a proprietary framework for assessment of relative market impact and vision & capability. Everest Group classifies 21 PO service providers on the Everest Group PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants. This report examines the Procurement Outsourcing(PO) service provider landscape and provides analysis of their key strengths and limitations. It also identifies the key implications of the research findings and sourcing considerations for enterprises.

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

### PO Services PEAK Matrix® 2022

- Everest Group classifies 21 PO service providers on the Everest Group PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants
  - **Leaders:** Accenture, Genpact, GEP, IBM, Infosys, and TCS
  - **Major Contenders:** Capgemini, Chain IQ, Cognizant, Corbus, Corcentric, Exela Technologies, EXL, HCL, LogicSource, Tech Mahindra, Wipro, and WNS
  - **Aspirants:** Aquanima, Dragon Sourcing, and Nexdigm
- Based on YoY movement of different service providers on the PEAK Matrix® Everest Group identified five service providers as the **2022 PO Market Star Performers** – Chain IQ, GEP, Tech Mahindra, Wipro and WNS
- Everest Group has identified a few service providers as unique in their PO offerings – Aquanima, Chain IQ, Corbus, Corcentric, Dragon Sourcing and LogicSource

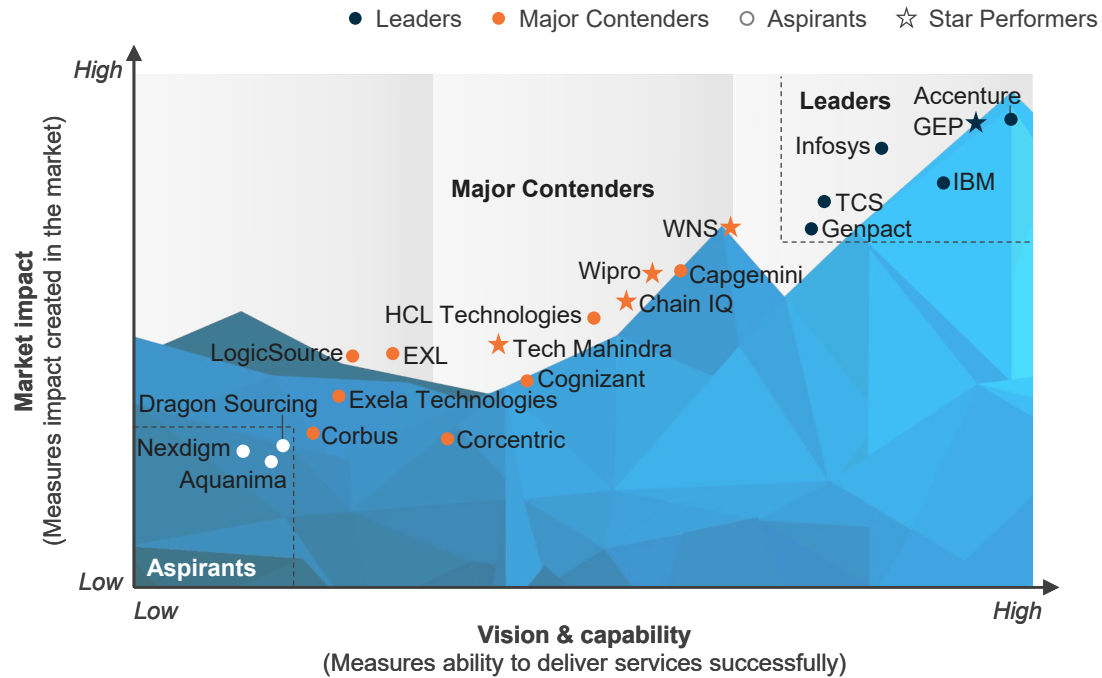
### Key insights into PO service providers landscape

- The top three providers, Accenture, GEP, and IBM, contributed more than 50% of the market share in terms of ACV
- Accenture, GEP, IBM, and Infosys consistently stand out as the top providers across major industries and geographies
- Client satisfaction levels of Leaders is comparable to others across most of the dimensions
- Significant gaps exist between Leaders and other providers in all assessment dimensions; the largest gaps are in the scope of services offered, delivery footprint, and market adoption



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

Everest Group Procurement Outsourcing (PO) Services PEAK Matrix® Assessment 2022



Note: Assessments for Aquanima, Cognizant, Corbus, Corcentric and Exela Technologies excludes service provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with PO buyers

Source: Everest Group (2022)

Capability assessment

Illustrative example

Measure of capability: ☐ Low ● High

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	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	●	●	●	●	●	●	●	●	●
Service provider 9	☐	●	●	●	●	●	●	●	●

Enterprise sourcing considerations

Illustrative example

Measure of capability: ☐ Low ● High

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
●	●	●	●	●	●	●	●	●

**Strengths**

- Service provider 1 leverages its operational consulting capabilities, deep domain expertise, and digital technologies to provide end-to-end procurement services and enable digital transformation of operations for its clients
- It has strong experience serving clients across industries in North America and Europe. It has also seen increased traction in APAC, particularly in Japan

**Areas of improvement**

- While service provider 1 has enhanced its domain and digital capabilities through recent investments, adoption of advanced solutions remains low. Clients expect service provider to proactively bring more best practices and advanced technology solutions to drive value-added outcomes
- Majority of its clients are large companies (>US\$5 billion in revenue); its capability to serve mid-market and SMB clients by offering modular solutions is limited compared with some of its peers



# Research calendar

## Procurement Outsourcing (PO)

Published
  Planned
  Current release

Reports title	Release date
PO PEAK Matrix® Assessment with Service Provider Landscape 2021	August 2021
Procurement Outsourcing (PO) – Service Provider Compendium 2021	September 2021
Achieving Sustainable Cost Reduction through Digital Technologies	September 2021
Supplier Management Toolkit: Risk Management in Outsourcing	December 2021
Supply Chain Management (SCM) BPS – Service Provider Landscape with PEAK Matrix® Assessment 2022	December 2021
Procurement Outsourcing (PO) State of the Market Report 2022 – Accelerating Value through Strategic PO Engagements	January 2022
Supply Chain Management (SCM) BPS – Service Provider Compendium 2022	February 2022
Supply Chain Management (SCM) BPS State of the Market Report 2022 – Increasing Role of Third-party Providers in Reimagining Supply Chain Operations	April 2022
<b>Procurement Outsourcing (PO) – Service Provider Landscape with Services PEAK Matrix® Assessment 2022</b>	<b>September 2022</b>
Procurement Outsourcing (PO) – Service Provider Compendium 2022	Q3 2022
Environment, Social, and Governance (ESG) in Procurement	Q4 2022
From Data to Insights - How Analytics is Emerging as Key to Supply Chain Management	Q4 2022
Procure-to-Pay (P2P) Technology Landscape	Q4 2022
Procurement Outsourcing (PO) State of the Market Report 2023	Q4 2022
Logistics of the Future	Q4 2022

Note: [Click](#) to see a list of all of our published Procurement Outsourcing (PO) reports



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