

# Procurement Outsourcing (PO) Provider Compendium 2022

November 2022: Complimentary Abstract / Table of Contents



# Our research offerings

This report is included in the following research program(s):

## Procurement and Supply Chain

- ▶ Application Services
- ▶ Artificial Intelligence (AI)
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- ▶ Clinical Development Technology
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- ▶ Contingent Workforce Management
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- ▶ Digital Services
- ▶ Digital Workplace
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- ▶ Healthcare Business Process
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- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing (IDP)
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- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
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- ▶ Network Services and 5G
- ▶ Outsourcing Excellence
- ▶ Pricing Analytics as a Service
- ▶ Process Mining
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Excellence GBS
- ▶ Talent Excellence ITS
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations,  
risk, technologies

Locations: costs, skills,  
sustainability, portfolios

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# Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01

### Robust definitions and frameworks

Function specific pyramid, Total Value Equation (TVE), PEAK Matrix®, and market maturity

02

### Primary sources of information

Annual contractual and operational RFIs, provider briefings and buyer interviews, and web-based surveys

03

### Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests, supports both data analysis and thought leadership

04

### Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and providers

Proprietary contractual database of over 1,600+ contracts (updated annually)

Year-round tracking of 21+ PO Service providers

Large repository of existing research in PO

Over 30 years of experience advising clients on strategic IT, business services, engineering services, and sourcing

Executive-level relationships with buyers, providers, technology providers, and industry associations

## This report is based on four below key sources of information

- Everest Group’s proprietary database of 1,600+ PO contracts (updated annually)
- The database tracks the following elements of each multi-process PO contract:
  - Buyer details including industry, size, and signing region
  - Contract details including Total Contract Value (TCV), Annualized Contract Value (ACV), term, start date, managed spend, and pricing structure
  - Scope including coverage of buyer geography, process, and category
  - Technology including core procurement technology, service provider’s add-on tools (if any), ownership, and maintenance
  - Global sourcing including delivery locations and level of offshoring

- Everest Group’s **proprietary database of operational capability of 21+ PO service providers** (updated annually)
- The database tracks the following for each service provider:
  - Revenue, managed spend, and number of FTEs
  - Number of clients
  - Revenue split by geography, region, and industry
  - PO service suite
  - Location and size of delivery centers
  - Technology solutions developed

- Provider briefings
  - Vision and strategy
  - Annual performance and future outlook
  - Key strengths and improvement areas
  - Emerging areas of investment

- Buyer reference interviews, ongoing buyer surveys, and interactions
  - Everest Group’s executive interviews and data collected from various buyers
  - The data contains detailed buyer perspectives about PO contracts, specifically on:
    - ◆ Drivers for adopting PO and assessment of service providers’ performance
    - ◆ The level of buyer satisfaction and the underlying reasons

### Providers assessed



Note: **The source of all content is Everest Group unless otherwise specified**

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any contract-specific information collected will only be presented back to the industry in an aggregated fashion

## 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

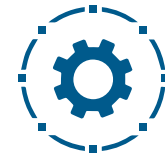
### Scope of this report



**Geography**  
Global



**Service Providers**  
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 provider 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



# The PO provider compendium has over 21 provider profiles/buyer case studies/architecture of the survey questionnaire, etc.

Procurement Outsourcing (PO) Provider Compendium 2022

## Provider | PO services profile (page 1 of 4) Everest Group assessment – Aspirant



### Strengths

- Provider is a niche provider with primary focus on sourcing direct materials for clients
- It leverages its Global Sourcing Platform (GSP) to manage all aspects of supplier relationship management
- It has good category expertise and experience to serve clients in manufacturing and
- It offers flexible commercial models with most deals having output-/transaction-based office for certain direct categories
- It also offers advisory services to help clients set up their sourcing operations across
- Clients appreciate its sourcing expertise, adaptability, and proactive communication

Procurement Outsourcing (PO) Provider Compendium 2022

## Provider | PO services profile (page 2 of 4) Capabilities

### Key leaders

- **Leader 1**, CEO
- **Leader 2**, Managing Director, China

### PO service suite

- Provider leverages its strong strategic sourcing expertise across various direct material sourcing projects for its clients and to provide procurement outsourcing services. It also intelligence services to enable effective procurement decisions
- **Sourcing:** strategic sourcing, supplier management, category executive dashboards contracting, and negotiation
  - **Procurement outsourcing:** acts as a de facto buying office for clients in key emerging markets
  - **Procurement intelligence:** supply market analysis, supplier analysis, industry best practices tracking & forecasting, dynamic should-cost models, value chain analysis, supplier financial health, and supplier ethics assessment

### Category expertise:

Packaging materials; industrial items; laboratory items; finished goods for retail, chemical construction material; MRO; and production equipment

### Spend managed for external clients

XYZ

Procurement Outsourcing (PO) Provider Compendium 2022

## Provider | PO services profile (page 3 of 4) Client portfolio

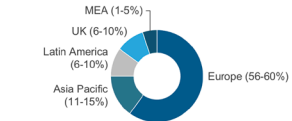
### Major PO clients

A Danish construction company, a major US industrial manufacturer, a German office and a large Brazilian glass manufacturer, and several e-commerce companies

### Recently-announced multi-process PO engagements

| Time of signing | Client   |
|-----------------|--|
| January 2020    | An industrial gas detector manufacturer          |
| July 2019       | A German office and warehouse equipment supplier |

### PO revenue mix by buyer geography (2021)



1 Large buyers (revenue > US\$5 billion), mid-market buyers (revenue US\$1-US\$5 billion), and

Procurement Outsourcing (PO) Provider Compendium 2022

## Provider | PO services profile (page 4 of 4) Technology solutions

| Technology solutions              | Global Sourcing Platform (GSP)  | Global Freelancers Marketplace (PFL)   |
|-----------------------------------|---|--|
| <b>Solution description</b>       | <ul style="list-style-type: none"> <li>• Web-based GSP to manage sourcing projects globally. The GSP provides:                             <ul style="list-style-type: none"> <li>– Management of sourcing projects from start to finish</li> <li>– Tools to facilitate supplier research, telephone pre-screening, RFI-RFQ management, and supplier qualification</li> <li>– Supplier information management through a central database</li> </ul> </li> </ul> | Enables buyers to find expert procurement support. Buyers can post their project brief on the platform, allowing procurement freelancers to review the brief and post their proposal for support. The platform's algorithm assesses the relevance of experts' skills and client brief based on pre-defined criteria such as functional skills, geographic coverage, category knowledge, industry knowledge, and language |
| <b>Process scope</b>              | <ul style="list-style-type: none"> <li>• Spend category analysis including specifications and quality requirements, volumes, and timelines for sourcing</li> <li>• Supply market analysis</li> <li>• Supplier identification</li> <li>• Supplier qualification and screening</li> <li>• Supplier selection</li> <li>• RFX management</li> <li>• Supplier information management</li> </ul>  | <ul style="list-style-type: none"> <li>• Key procurement functional skills including category management, quality control, supplier development, and advisory services</li> <li>• Covers the entire workflow including posting a project brief, reviewing proposals from candidates, negotiating fees, signing contracts, paying freelancers, and evaluating performance</li> </ul>                                      |
| <b>Technology leveraged</b>       | <ul style="list-style-type: none"> <li>• Leverages various in-house tools/technologies to automate key process steps in the sourcing cycle and provide a seamless workflow tool to the buyers globally</li> <li>• Analytics capabilities to provide insights at various stages of the sourcing process</li> </ul>   | <ul style="list-style-type: none"> <li>• Leverages best-in-class tools and technologies to automate key process steps, ensure high connectivity, and safeguard data confidentiality</li> <li>• Additional tools allow the client to manage the access of coworkers and generate various reports to monitor their activities on the platform</li> </ul>   |
| <b>Delivery model and pricing</b> | Used only by Dragon Sourcing's internal buyers to manage sourcing projects for clients globally   | Available for free during the launch phase until critical mass is obtained. Following the initial phase, different membership plans and credit packs will be made available  |

# Research calendar

## Procurement and Supply Chain

■ Published
 ■ Planned
 ■ Current release

| Reports title   | Release date         |
|---|----------------------|
| 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           |
| PO PEAK Matrix® Assessment with Service Provider Landscape 2022   | August 2022          |
| <b>Procurement Outsourcing (PO) Service Provider Compendium 2022</b>  | <b>November 2022</b> |
| Environment, Social, Governance (ESG) in Procurement  | Q4 2022              |
| From Data to Insights - How Analytics is Emerging as Key to Supply Chain Management   | Q4 2022              |
| Procurement Outsourcing (PO) State of the Market Report 2023  | Q4 2022              |
| Logistics of the Future   | Q4 2022              |
| Procure-to-Pay (P2P) Automation   | Q1 2023              |

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