

Procurement Outsourcing (PO) Services – Provider Compendium 2023

December 2023: Complimentary Abstract / Table of Contents



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- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
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Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations,
risk, technologies

Locations: costs, skills,
sustainability, portfolios

Contents

1. Introduction and overview	5
• Research methodology	6
• Everest Group PO process map	7
• Background and scope of the research	9
2. Everest Group PO PEAK Matrix® characteristics	10
• PEAK Matrix framework	11
• Everest Group PEAK Matrix for services	12
• PO services PEAK Matrix	13
• Characteristics of Leaders, Major Contenders, and Aspirants	15
• Service provider capability summary dashboard	16
3. Everest Group S2C PEAK Matrix characteristics	20
• S2C services PEAK Matrix	21
• Characteristics of Leaders, Major Contenders, and Aspirants	22
• Service provider capability summary dashboard	23
4. Enterprise sourcing considerations	27
• Accenture	28
• Aquanima	36
• Capgemini	42
• Chain IQ	49
• Cognizant	57
• Corbus	64

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Contents

4. Enterprise sourcing considerations (continued)	
• Corcentric	70
• Datamatics	76
• Dragon Sourcing	82
• Exela Technologies	88
• EXL	95
• Genpact	101
• GEP	108
• HCLTech	114
• IBM	121
• Infosys	127
• LogicSource	134
• Nexdigm	140
• TCS	148
• Tech Mahindra	154
• Velocity Procurement	161
• Wipro	167
• WNS	174
6. Appendix	180
• Glossary	181
• Research calendar	183

Background and scope of the research

Given the macroeconomic uncertainty and inflationary pressures, cost reduction continues to be a priority for procurement organizations. However, there is an increased focus on digital enablement and delivering value beyond savings by enhancing efficiency and productivity and improving business outcomes. While organizations have been engaging with PO service providers to reduce costs and drive efficiencies in operations, service providers are building domain expertise in strategic areas along with digital transformation capabilities to drive value acceleration for organizations. Service providers are offering a comprehensive procurement digital ecosystem with advanced technology capabilities comprising end-to-end platform solutions, best-of-breed suites, and point solutions by leveraging in-house capabilities, partnership ecosystems, and targeted investments. Leading providers are also investing in developing capabilities and solutions in emerging areas such as sustainability and risk management to help procurement incorporate responsible/sustainable sourcing practices across the value chain and manage supplier risks. Some providers are also expanding their expertise and capabilities in direct spend categories in addition to indirect spend.

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 23 PO service providers featured on the PO services PEAK Matrix®. Given the increased extension of PO engagements in upstream procurement areas, we have also assessed 21 PO service providers on their Source-to-Contract (S2C) capability and featured them on the S2C Services PEAK Matrix. The assessment is based on Everest Group’s annual RFI process for the calendar year 2023, 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 23 PO service providers. We focus on:

- PO services PEAK Matrix 2023
- S2C services PEAK Matrix 2023
- Service provider capability assessment
- Observations and comments on individual service providers
- Enterprise sourcing considerations

Scope of this report



Geography
Global



Providers
23



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 23 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 2023

- Everest Group classifies 23 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, Datamatics, Dragon Sourcing, Nexdigm, and Velocity Procurement
- Based on YoY movement of different service providers on the PEAK Matrix Everest Group identified five service providers as the **2023 PO Market Star Performers** – Accenture, LogicSource, Wipro and WNS
- Everest Group has identified a few service providers as unique in their PO offerings – Aquanima, Chain IQ, Corbus, Corcentric, Dragon Sourcing, LogicSource, and Velocity Procurement

S2C Services PEAK Matrix 2023

- Everest Group classifies 21 S2C 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 WNS
 - **Major Contenders:** Aquanima, Capgemini, Chain IQ, Corbus, Corcentric, Dragon Sourcing, HCL, LogicSource, TCS, Tech Mahindra, and Wipro
 - **Aspirants:** EXL, Datamatics, Nexdigm, and Velocity Procurement

The Procurement Outsourcing (PO) Service Provider Compendium 2023 has 23 provider profiles

Procurement Outsourcing (PO) Services – Provider Compendium 2023

Provider 1 profile (page 1 of 5) Capabilities

Key leaders

- Leader 1, Group Chief Executive Officer
- Leader 2, Chief Business Officer
- Leader 3, BU Leader, Procurement Services
- Leader 4, North America Practice Leader

PO service suite

Provider provides end-to-end procurement services suite, underpinned by a building approach, and enabling technologies.

- Category management:** It encompasses managed services and client tools. This includes training and competency development, strategy and intelligence, spend analytics, and category knowledge
- Sourcing:** It includes strategic sourcing, RFX execution and management, assessment, sourcing wave plans, category cards and playbooks, and
- Contracting:** It includes contract strategy, authoring, negotiation (for compliance monitoring, auditing, expiration analysis, and legal terms)
- Supplier management:** It encompasses various aspects such as IT segmentation, risk and relationship management, collaboration, and
- P2P:** It includes requisition-to-PO management, spot buying, catalog (MDM), a centralized procurement desk, invoice and payment process processing, and vendor statement reconciliation
- Supply chain services:** It includes direct material planning, supply chain and direct material sourcing and operations such as commodity intelligence performance, MRP execution, expediting, and follow-up
- Tail spend management:** It includes analytics and insights, proactive payment solutions
- Procurement analytics and MI:** It includes advanced procurement and implementation, optimization services, change management and
- Academy and enablement:** It includes outcome-based programs to

Category expertise

Experience across major indirect categories including professional services and telecom, MRO, travel, capital, and construction. Expertise in direct and contract manufacturing

Spend managed for external clients:

- Includes accounts payable and invoice processing FTEs

Not disclosed

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

Procurement Outsourcing (PO) Services – Provider Compendium 2023

Provider 1 profile (page 2 of 5) Client portfolio

Major PO clients

The provider client base includes a Fortune 500 sports apparel leading hi-tech companies, a leading social media company, a leading vacation and online marketplace company, a leading European services company, and a European multinational pharmaceutical

Recently-announced multi-process PO engagements

Time of signing	Clients
2022	Client 1
2022	Client 2
2022	Client 3
2022	Client 4
2022	Client 5
2022	Client 6
2022	Client 7
2022	Client 8

PO revenue mix by buyer geography (2022)

Not disclosed

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

Procurement Outsourcing (PO) Services – Provider Compendium 2023

Provider 1 profile (page 3 of 5) Technology solutions

Technology solutions	Solution 1
Solution description	<ul style="list-style-type: none"> End-to-end, digitally enabled flexi Next-generation category strategy and category cockpit Category intelligence/insights, tool Holistic procurement analytics, AI Centralized intake, project trackin Procurement intelligence and kno S2C platform implementation and Supplier risk management and E
Process scope	<ul style="list-style-type: none"> Strategic category management Strategic sourcing and tactical so Contract management and negoti Sourcing and contract managemen Supplier management Tail-spend management
Technology leveraged	<ul style="list-style-type: none"> proprietary tools (CPOTRAC proc Portal, AP Workbench, and WNS
Delivery model and pricing	<ul style="list-style-type: none"> Licensed, hosted/cloud-based, sit Upfront implementation and ongo Sold as stand-alone SaaS techn

Market impact

	Market adoption	Portfolio mix
PO	High	High
S2C	High	High

Strengths

- Provider offers managed services, advisory services, and digital ecosystem of procurement solutions and advanced technology
- Provider made major acquisitions across capability areas to enhance its procurement solutions
 - Acquired XYZ, a firm with advanced automation capabilities
 - Acquired XYZ, which offers market intelligence and analytic
 - Acquired XYZ, which has expertise in procurement technol
- Provider has strengthened its proprietary digital ecosystem, C – Procurement Intelligent Assistant (PIA) – a conversational AI and performance management platform
 - IntelliTRAC, KnowledgeTRAC, and CategoryTRAC enhance
- Provider has built third-party partnerships with various technol
- It leverages strong sourcing and category management exper
- Expanding their existing consulting practice by building a Ci
- Provider continues to focus on talent management through its
 - It is increasingly focusing on expanding its offerings to support
 - Clients appreciate procurement domain expertise and skilled t
 - It has expanded its delivery presence by setting up new delive
 - WNS continues to invest in expanding its sustainability-focus

Limitations

- Clients looking for cost reduction through labor arbitrage and support solely for transactional procurement services may not prefer to engage with provider considering its strong focus on delivering value-added services across S2P
- Despite ongoing digital investments in building deep category knowledge and domain expertise, Provider has scope to strengthen category expertise by adding key talent across indirect and direct spend categories compared to some of the Leaders
- Despite investing in building a strong procurement digital suite, adoption of its advanced solutions among existing clients is still low
- It has limited experience serving clients in industries such as energy and utilities and healthcare and life sciences in regions such as LATAM and the Middle East
- Clients expect provider to improve its speed-to-value with respect to implementing changes and ensuring the availability of skilled talent

Procurement Outsourcing (PO) Services – Provider Compendium 2023

Provider 1 profile (page 4 of 5) Everest Group PO assessment – Everest Group S2C assessment

Market impact

	Market adoption	Portfolio mix	Value delivered	Overall
PO	High	High	High	High
S2C	High	High	High	High

Strengths

- Provider offers managed services, advisory services, and digital ecosystem of procurement solutions and advanced technology
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Procurement Outsourcing (PO) Services – Provider Compendium 2023

Provider 1 profile (page 5 of 5) Everest Group PO assessment – Major Contender and Star Performer Everest Group S2C assessment – Leader

Market impact

	Market adoption	Portfolio mix	Value delivered	Overall
PO	High	High	High	High
S2C	High	High	High	High

Strengths

- Provider offers managed services, advisory services, and digital ecosystem of procurement solutions and advanced technology
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184

Research calendar

Procurement Outsourcing (PO)

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
PO PEAK Matrix® Assessment with Service Provider Landscape 2022	September 2022
Procurement Outsourcing (PO) – Service Provider Compendium 2022	November 2022
Leveraging Data Analytics to Build a Truly Connected and Collaborative Supply Chain	November 2022
Procurement Outsourcing (PO) State of the Market Report 2023 – Modern Sourcing and Outsourcing in Uncertain Times	January 2022
Sourcing for Sustainability: Driving Environmental, Social, and Governance (ESG) Initiatives through Procurement	June 2023
Supply Chain Management (SCM) BPS – PEAK Matrix® Assessment 2023	June 2023
Supply Chain Management (SCM) BPS – Provider Compendium 2023	August 2023
Procurement Outsourcing (PO) – Services PEAK Matrix® Assessment 2023	September 2023
Evolution of the Procure-to-Pay Technology Landscape	September 2023
Procurement Outsourcing (PO) Services – Provider Compendium 2023	December 2023
The Transformation of Procurement in the Generative AI Age	Q4 2023
Supply Chain Management (SCM) BPS State of the Market 2023	Q4 2023
Procurement Outsourcing (PO) State of the Market 2023	Q4 2023
Logistics of the Future	Q1 2024

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