



# Procurement Outsourcing (PO) Services – Provider Compendium 2024

December 2024: Complimentary Abstract / Table of Contents

Provider Compendium  
Procurement and supply chain



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- ▶ Application Services
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- ▶ Asset and Wealth Management
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- ▶ Cyber Threat Detection and Response
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- ▶ Digital Services
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- ▶ Engineering Research and Development
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- ▶ Financial Services Technology (FinTech)
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- ▶ GBS Talent Excellence
- ▶ Global Business Services
- ▶ Google Cloud
- ▶ HealthTech
- ▶ Human Resources
- ▶ Insurance Business Process
- ▶ Insurance Information Technology
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing
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- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
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- ▶ Microsoft Business Application Services
- ▶ Modern Application Development (MAD)
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Payment Integrity Solutions
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
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## Background and scope of the research

While cost reduction still remains a top priority for procurement amidst macroeconomic uncertainty, geopolitical issues, and inflationary pressures, the vertical remains committed to enhancing digital maturity of its operations to drive savings and improve efficiency, transparency, stakeholder experience, and accountability. Procurement Outsourcing (PO) service providers continue to play an important role to support procurement organizations in their transformation initiatives by helping streamline processes, drive digital adoption, and incorporate best practices. Service providers are aligning their offerings to meet enterprise requirements to provide a comprehensive digital ecosystem comprising advanced technology solutions, such as end-to-end platforms, best-of-breed suites, and contextualized analytics and automation point solutions through their in-house investments and partnerships.

Service providers are incorporating AI (including generative AI) into their existing solutions and developing generative AI-based use cases to drive efficiencies, improve stakeholder collaboration and experience, and increase self-servicing across areas such as contract management, sourcing, and spend analytics service. With increased enterprise willingness to seek support in upstream procurement areas such as sourcing and category management, service providers are also enhancing the breadth

and depth of their sourcing and category expertise across indirect spend and specific direct-spend categories.

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. It offers detailed profiles of each PO service provider, with a comprehensive picture of its service suite, scale of operations, recent developments and investments, technology solutions, and delivery locations.

This research focuses on:

- Company profile and scale of operations: key leaders, managed spend, category expertise, recent developments, and suite of services
- Client portfolio: major clients and recently announced contracts, as well as revenue split by geography, industry, and number of clients based on size
- Technology solutions: process scope targeted, technology leveraged, and delivery model
- Delivery locations: details of key delivery locations worldwide

### Scope of this report

**Geography:** global

**Providers:** 23 PO service providers

**Services:** Procurement Outsourcing (PO) and Source-to-Contract (S2C)

# The Procurement Outsourcing (PO) Services – Provider Compendium report has over 23 provider profiles/buyer case studies/architecture of the survey questionnaire, etc.

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### Provider 1 (page 1 of 6)

Overview

**Key leaders**

- XYZ, Chief Executive Officer
- XYZ, Vice President

**PO service suite**

Provider 1 offers S2C and P2P services to various businesses transformation, to help procurement projects provide rapid and Management (MDM), supplier compliance, and risk management

- Procurement strategy
- Strategic sourcing
- Tactical sourcing
- Supplier transitions
- Contract administration
- Contract compliance monitoring
- Supplier performance management
- Supplier risk and compliance management

**Category expertise**

Marketing, professional services, human resources, travel and manufacturing

**Spend managed for external clients**

US\$8 billion

Source: Everest Group (2024)

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### Provider 1 (page 2 of 5)

Overview

**Key PO-related developments**

- 2023:** launched a generative AI platform alongside plans to for AI solutions across multiple industries
- 2022:** partnered with EY to support clients in digital transformation services, focusing on data analytics and operations management
- 2021:** enhanced procurement transformation consulting services, planning, and project management
- 2021:** enhanced relationships and agreements with third-party AWS, Abbyy TimeLine, Mezoclic, IPSult, and Globally to be
- 2021:** focused on developing in-house solutions/technology transformation areas:
  - P2P-focused modular analytics/insights applications offer suite platform
  - AI-ML-based systems, such as XYZ, ABC for intelligent (vendor statements, bills, and contracts)
  - There are several cloud-based digital solutions for fraud, quality available

1 Everest Group estimates. Source: Everest Group (2024)

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### Provider 1 (page 3 of 5)

Client portfolio

**Major PO clients**

A global media and advertising agency, a fortune 100 insurance company, a fortune 500 insurance provider, and a big four audit firm

Revenue (in billions of USD)

2023  
2022  
2021  
2020  
2019  
2018  
2017  
2016  
2015  
2014  
2013  
2012  
2011  
2010  
2009  
2008  
2007  
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2000

**Revenue mix by buyer geography (2023)**

Geography	Percentage
North America	31%
Rest of Europe	35%
APAC	10%
LATAM	10%
Middle East and Africa	5%
UK	9%

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

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### Provider 1 (page 4 of 5)

Technology solutions

**PO technology approach**

Technology solutions	Solution 1
<b>Solution description</b>	It is a flexible set of AI and all finance towers <ul style="list-style-type: none"> <li>Category spend out</li> <li>Tail spend analyzer</li> <li>Supplier spend ana</li> <li>Payment terms opt</li> </ul>
<b>Process scope</b>	<ul style="list-style-type: none"> <li>Sourcing and category management</li> <li>Invoice processing</li> <li>Disbursements</li> </ul>
<b>Technology leveraged</b>	<ul style="list-style-type: none"> <li>Python</li> <li>SQL</li> <li>AWS for cloud stor</li> <li>PowerBI</li> </ul>
<b>Delivery model and pricing</b>	<ul style="list-style-type: none"> <li>Delivery models: Inc SaaS-based, single</li> <li>Pricing models: SaaS bundled FTE-based</li> </ul>

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### Provider 1 (page 5 of 5)

Location landscape

**PO delivery locations**

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# Research calendar

## Procurement and Supply Chain

	Published	Current release	Planned
Reports title	Release date		
Catching the Buyer Pulse: Redefining Partnerships Through Strategic Procurement Outsourcing (PO) Engagements			June 2024
BPS Top 50 – 2024			July 2024
Accelerating Sustainability in Your IT Sourcing Initiatives: Actionable Insights for Procurement			July 2024
AI-Powered Sourcing Automation – Market Overview and Provider Landscape			July 2024
Procurement Orchestration Tools: Streamlining Procurement Processes with AI and Automation			August 2024
Procurement Outsourcing (PO) Services PEAK Matrix® Assessment 2024			September 2024
<a href="#">Procurement Outsourcing (PO) Service – Provider Compendium 2024</a>			December 2024
Unlocking Value through Effective Tail-spend Management in the Digital Era			Q4 2024
Exploring Circularity in the Supply Chain			Q4 2024
Procurement Outsourcing (PO) State of the Market 2024			Q4 2024
Evolution of Spend Analytics in Procurement			Q1 2025
Generative AI in Supply Chain Management: Separating Reality from Hype			Q1 2025
Procure-to-Pay (P2P) Products PEAK Matrix® Assessment 2025			Q2 2025
Exploring Supply Chain Management (SCM) Planning Providers 2025			Q2 2025

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